Manitoba Civil
Service Commission

Commission de la
fonction publique Manitoba

Annual Report 2003-2004

Rapport Annuel 2003-2004

Manitoba

Manitoba

Annual Report
2003 - 2004

Civil Service Commission

April 1, 2003 - March 31, 2004

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104-07759/

Manitoba

Rapport annuel 2003-2004

Commission de la fonction publique

1er avril 2003 au 31 mars 2004

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Minister responsible
for The Civil Service Act

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

His Honour
The Honourable John Harvard, P.C., O.M.
Lieutenant Governor of Manitoba
Room 235 Legislative Building
Winnipeg, Manitoba

May it Please Your Honour:

I present herewith the 86th annual report of the Manitoba Civil Service Commission for the period April 1, 2003 to March 31, 2004.

Respectfully submitted

Greg Selinger
Minister Responsible for
The Civil Service Act

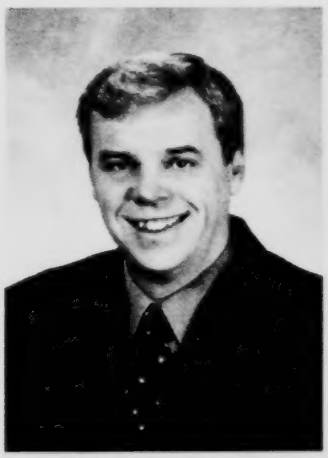
Son Honneur John Harvard, P.C., O.M.
Lieutenant-gouverneur du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba)

Monsieur le Lieutenant-gouverneur,

J'ai le privilège de vous soumetttre le quatre-vingt sixième rapport annuel de la Commission de la fonction publique du Manitoba pour la période du 1er avril 2003 au 31 mars 2004.

Veuillez accepter, Monsieur le Lieutenant-gouverneur, l'expression de mes salutations les plus respectueuses.

Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*



Manitoba

Civil Service Commission

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CANADA

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Honourable Greg Selinger
Minister Responsible for
The Civil Service Act
103 Legislative Building
Winnipeg, Manitoba
R3C 0V8

Dear Mr. Selinger:

In conformity with the provisions of *The Civil Service Act*, I am pleased to forward to you, the Minister Responsible for *The Civil Service Act*, the 86th annual report of the Manitoba Civil Service Commission.

This report covers the period April 1, 2003 to March 31, 2004 and includes a review of the Civil Service Commission's activities for that period.

Respectfully submitted

James W. Hartry
Chairperson

Monsieur Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*
Palais législatif, bureau 103
Winnipeg (Manitoba)
R3C 0V8

Monsieur le Ministre,

Conformément aux dispositions de la *Loi sur la fonction publique*, j'ai l'honneur de vous soumettre le quatre-vingt-sixième rapport annuel de la Commission de la fonction publique du Manitoba, que je vous prie de recevoir dans le cadre de vos fonctions à titre de ministre chargé de l'application de la dite loi.

Le rapport couvre la période allant du 1er avril 2003 au 31 mars 2004 et comprend l'examen des activités de la Commission de la fonction publique au cours de cette période.

Veuillez recevoir, Monsieur le Ministre, l'expression de ma haute considération.

James W. Hartry
Président

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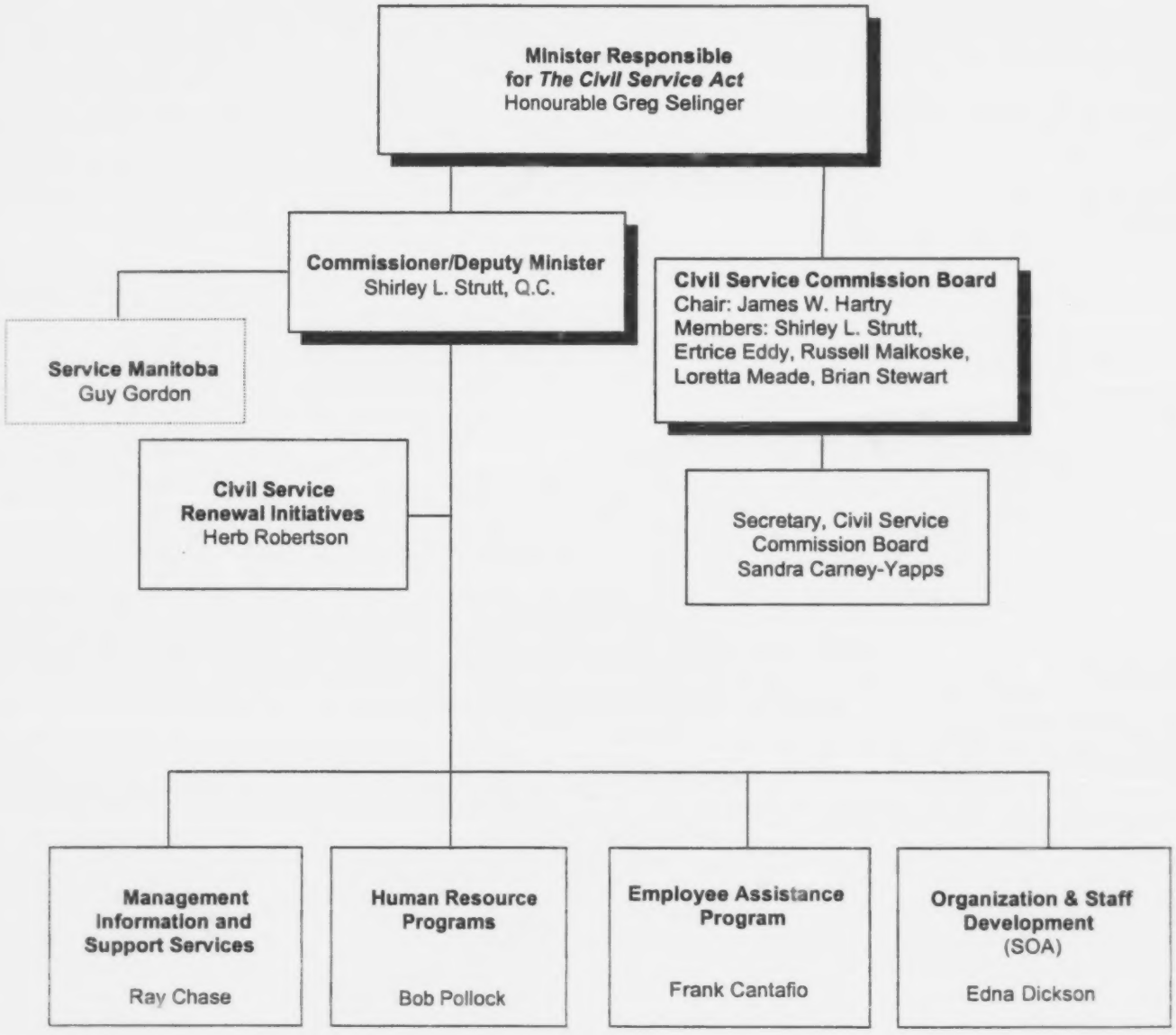
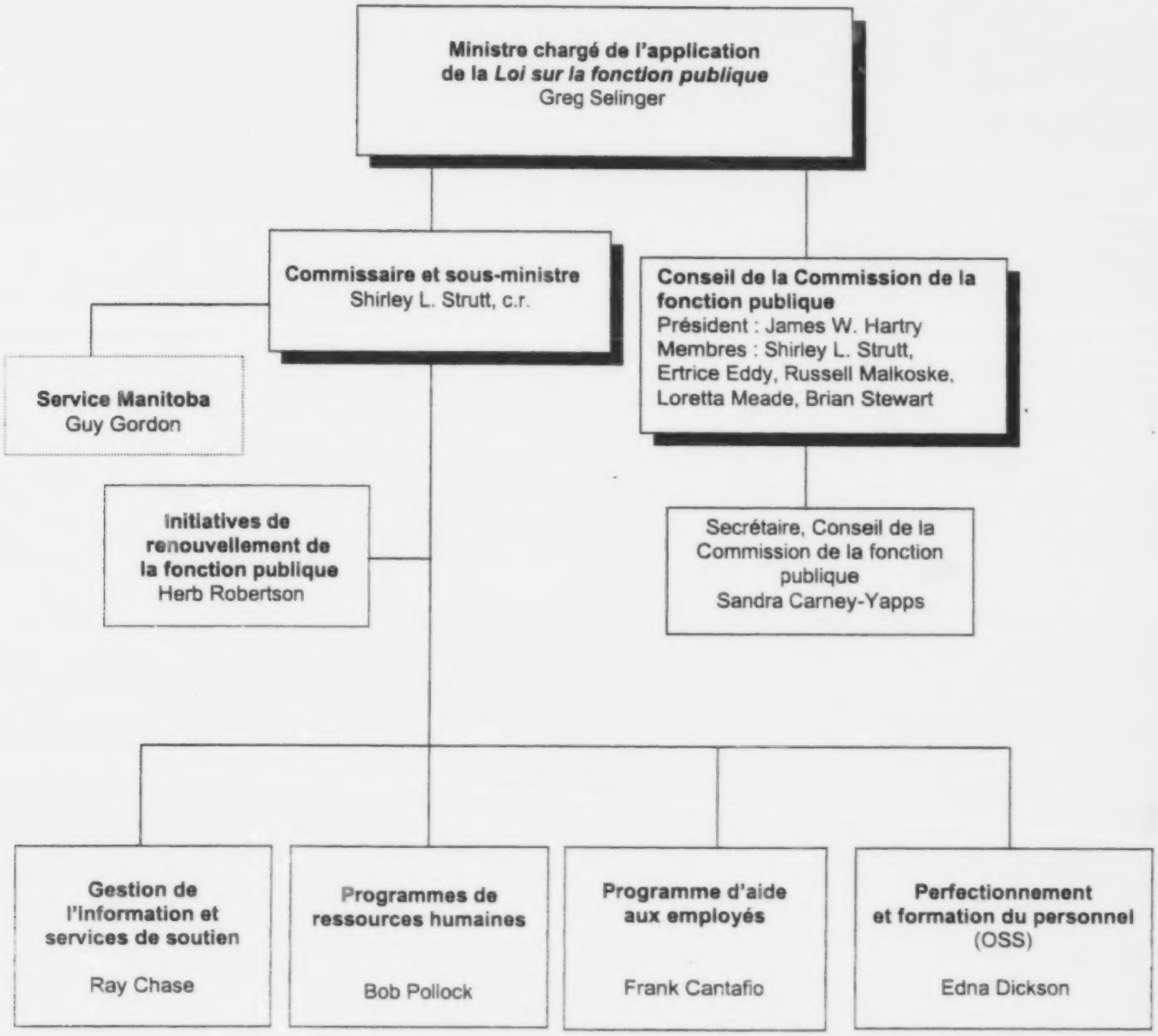
CIVIL SERVICE COMMISSION - ORGANIZATION CHART

AS AT MARCH 31, 2004



COMMISSION DE LA FONCTION PUBLIQUE - ORGANIGRAMME

AU 31 MARS 2004


Ministre chargé de l'application de la *Loi sur la fonction publique*
Greg Selinger
Commissaire et sous-ministre
Shirley L. Strutt, c.r.
Conseil de la Commission de la fonction publique
Président : James W. Hartry
Membres : Shirley L. Strutt, Ertrice Eddy, Russell Malkoske, Loretta Meade, Brian Stewart
Service Manitoba
Guy Gordon
Initiatives de renouvellement de la fonction publique
Herb Robertson
Secrétaire, Conseil de la Commission de la fonction publique
Sandra Carney-Yapps
Gestion de l'information et services de soutien
Ray Chase
Programmes de ressources humaines
Bob Pollock
Programme d'aide aux employés
Frank Cantafio
Perfectionnement et formation du personnel (OSS)
Edna Dickson

INTRODUCTION AND OVERVIEW

Report Structure

The Annual Report is organized in accordance with the Civil Service Commission's appropriation structure, which reflects the department's authorized votes approved by the Legislative Assembly. The Annual Report includes information at the main and sub-appropriation levels related to the department's objectives, actual results achieved, financial performance and variances, and provides a five year historical table giving the departmental expenditures and staffing.

Governing Legislation

The Civil Service Commission is the independent and impartial agency responsible for leading effective human resource management in government and representing the public interest in the administration of *The Civil Service Act* and Regulations. Treasury Board is responsible for the administration of sections of *The Civil Service Act* and Regulations relating to classification, pay plans, rates of pay and collective bargaining.

According to subsection 5(1) of *The Civil Service Act*, the Commission shall:

- apply and carry out the provisions of *The Act* and the regulations under its responsibility;
- select and appoint civil servants, and be responsible for their promotion and transfer;
- advise the Minister having the administration of *The Act* on problems concerning human resource management administration;
- of its own motion or upon request of the Lieutenant Governor in Council investigate and report on:
  - the operation of *The Act*,
  - the violation of any provision of *The Act* or the Regulations,
  - any alleged impersonation, fraudulent practices, or irregularities in connection with any examination held by, or under the authority of, the Commission;

  and, on the request of a minister or the chief officer of an agency of government to which *The Act* applies, investigate and report to the minister or chief officer upon any human resource management matter relating to the department or to the agency of the government;
- appoint such employees as may be necessary to carry out *The Act*;
- perform such other duties and functions as may be assigned to the Commission by *The Act* or any other Act of the Legislature or by the Lieutenant Governor in Council.

Subsection 5(3) of *The Act* provides that the Commission may from time to time delegate its power or authority to sign any document, paper, minutes or instrument to such persons as it deems advisable.

The Civil Service Commission - Role

The Civil Service Commission works with the Treasury Board Secretariat to ensure effective development and delivery of a comprehensive human resource management service consistent with the provisions of *The Civil Service Act*, responsive to general government policy and supportive of departmental and/or broad organizational goals.

The Civil Service Act provides for the management, direction and administration of human resource management matters within the government service through the combination of a seven member Civil Service Commission Board and a department reporting through a deputy head to the Minister Responsible for *The Civil Service Act*.

INTRODUCTION ET APERÇU

Structure du rapport

Le présent rapport annuel est organisé en fonction de la structure établie par l'Assemblée législative du Manitoba pour l'affectation des crédits budgétaires à la Commission de la fonction publique. Il comprend des renseignements sur les crédits budgétaires principaux et de moindre importance relativement aux objectifs du Ministère, à ses résultats réels, à ses rendements et à ses écarts financiers. Il présente en outre un tableau chronologique des effectifs et des dépenses des cinq dernières années.

Lois et règlements en vigueur

La Commission de la fonction publique est un organisme indépendant et impartial chargé de la gestion efficace des ressources humaines au sein du gouvernement et qui représente l'intérêt public dans l'administration de la *Loi sur la fonction publique* et ses règlements d'application. Le Conseil du Trésor est chargé de l'administration des articles de la *Loi sur la fonction publique* et ses règlements d'application en ce qui concerne la classification, les systèmes de rémunération, les taux de salaire et les ententes collectives.

Conformément au paragraphe 5(1) de la *Loi sur la fonction publique*, la Commission :

- applique la présente loi et les règlements;
- choisit et nomme les fonctionnaires et voit à leur promotion et à leur mutation;
- conseille le ministre responsable de l'application de la présente Loi sur les questions relatives à l'administration du personnel;
- de sa propre initiative ou sur demande du lieutenant-gouverneur en conseil, fait enquête et rapport :
  - sur le fonctionnement de la présente Loi,
  - sur la violation d'une disposition de la présente Loi ou des règlements,
  - sur toute allégation de supposition de personne, de manœuvres frauduleuses ou d'irrégularités à l'occasion d'un examen tenu par la Commission ou sous son autorité;

  et à la demande d'un ministre ou du directeur d'un organisme gouvernemental assujetti à la présente Loi, elle examine toute question relative au personnel du Ministère ou de l'organisme et fait rapport au ministre ou, le cas échéant, au directeur de l'organisme;
- sous réserve des dispositions de la présente Loi, nomme les employés nécessaires à l'application de celle-ci;
- exerce les autres fonctions que la présente Loi, une autre loi de la Législature ou le lieutenant-gouverneur en conseil lui assigne.

Conformément au paragraphe 5(3), l'autorité que possède la Commission de signer certains documents, procès-verbaux ou instruments, peut être déléguée à d'autres personnes, si la Commission le juge à propos.

Rôle de la Commission de la fonction publique

La Commission, en collaboration avec le Secrétariat du Conseil du Trésor, assure le développement et la prestation efficaces d'un service global de gestion des ressources humaines conformément à la *Loi sur la fonction publique*, répondant des politiques générales du gouvernement et appuyant les objectifs ministériels et organisationnels de ce dernier.

La *Loi sur la fonction publique* prévoit la gestion, l'orientation et l'administration des dossiers liés aux ressources humaines au sein de l'appareil gouvernemental, par l'action conjuguée du Conseil de la Commission de la fonction publique (qui est composé de sept membres) et d'un département ministériel dirigé par un sous-ministre et faisant rapport, par l'intermédiaire de ce dernier, au ministre responsable de la *Loi sur la fonction publique*.

The Civil Service Commission Board consists of citizen and civil service members. A citizen member is designated chairperson of the Commission Board. A full-time commissioner, who is a civil servant, is deputy head of the department of the Civil Service Commission.

Programs and policies respecting human resource management for the civil service are developed under the provisions of *The Act* and government policy direction and are implemented under the authority of the Civil Service Commission or the Lieutenant Governor in Council.

Vision

A highly effective, professionally competent, respectful and responsive civil service that reflects the diversity of the Province and thereby contributes to the quality of life in Manitoba.

Mission

Lead the development, management and delivery of human resource strategies and programs consistent with the provisions of *The Civil Service Act*, responsive to general government policy and supportive of departmental and/or broad organizational goals.

Operating Principles

As a central agency, the Civil Service Commission believes that wherever practical it should position itself to set direction rather than impose direct action and therefore has aligned its core functions according to the following principles:

- emphasis on corporate service and policy guidance;
- alignment of functions to ease access of service;
- taking initiative to anticipate future demands;
- supporting the ability of managers to manage; and
- broadening the competencies of staff.

Long Term Goals

The purpose of the Civil Service Commission is advanced through achievement of the following long term goals:

- Corporate human resource plans and policies that meet the needs of central government.
- An inclusive workforce of employees committed to high standards of public service.
- Fair, equitable working conditions that attract and retain a competent, diverse and flexible workforce.
- Corporate services that promote effective performance management, organizational development, employee development and renewal.
- Corporate human resource management information systems that support informed decision-making.

Le Conseil de la Commission de la fonction publique est composé de représentants de la population et de membres de la fonction publique. Un représentant de la population est nommé président du Conseil de la Commission. Un commissaire à temps plein, qui est fonctionnaire, occupe également les fonctions de sous-ministre du département ministériel de la Commission de la fonction publique.

Les programmes et politiques de gestion des ressources humaines qui composent la fonction publique sont conçus conformément aux dispositions de la *Loi sur la fonction publique* et à l'orientation générale de la politique gouvernementale; ils sont mis en oeuvre sous l'autorité de la Commission de la fonction publique ou du lieutenant-gouverneur en conseil.

Vision

Une équipe de fonctionnaires hautement efficace, respectueuse et attentive, exerçant avec compétence des fonctions professionnelles, qui est représentative de la diversité au sein de la population et qui contribue de ce fait à la qualité de la vie au Manitoba.

Mission

Diriger l'élaboration, la gestion et la mise en oeuvre de stratégies et de programmes de ressources humaines qui sont conformes à la *Loi sur la fonction publique* ainsi qu'aux politiques globales du gouvernement, et qui favorisent la réalisation des objectifs du Ministère et des objectifs organisationnels de nature générale.

Principes directeurs

En tant qu'organisme central, la Commission de la fonction publique a comme politique de chercher, autant que possible, à établir une orientation générale plutôt que de devoir imposer des mesures directes. Par conséquent, elle a harmonisé ses fonctions de base de façon à respecter tous les principes mentionnés ci-dessous :

- priorité aux services ministériels et à l'orientation des politiques;
- harmonisation des fonctions de façon à faciliter l'accès au service;
- prise d'initiatives pour anticiper les exigences à venir;
- appui des compétences des gestionnaires;
- perfectionnement des compétences du personnel.

Objectifs à long terme

La réalisation des objectifs à long terme suivants permet l'avancement des desseins de la Commission de la fonction publique :

- en ce qui concerne les ressources humaines, des politiques et des plans généraux qui répondent aux besoins du gouvernement;
- la constitution d'une fonction publique inclusive, dont les employés s'engagent à travailler selon des normes supérieures de service;
- des conditions de travail justes et équitables, qui attirent et retiennent une équipe de travail compétente, diversifiée et souple;
- des services généraux qui favorisent une gestion du rendement efficace, le développement organisationnel, le perfectionnement professionnel des employés et le renouveau;
- un système d'information intégré de gestion des ressources humaines qui favorise la prise de décisions éclairées.

Functional Organization

The Civil Service Commission currently consists of an Executive Office, which performs managerial functions and provides services to the Civil Service Commission Board and three program areas, which deliver its specialized programs and services. The departmental organization structure appears in the organization chart. Additional information on each of the three program areas is included in the text of this report.

As of fiscal year 1994-1995, Organization & Staff Development (OSD) has been operating as a Special Operating Agency. A separate annual report is prepared for OSD.

As of fiscal year 2002-2003, responsibility for Service Manitoba was transferred to the Civil Service Commissioner for overall guidance and direction. The activities of Service Manitoba for 2003-2004 are included in this Annual Report.

Organisation fonctionnelle

La Commission de la fonction publique se compose actuellement d'une haute direction, laquelle assume les fonctions de gestion et procure des services au Conseil de la Commission de la fonction publique, et de trois directions opérationnelles, lesquelles offrent des programmes et des services spécialisés. La structure organisationnelle du département ministériel apparaît sur l'organigramme. On trouvera dans le présent rapport des renseignements supplémentaires sur chacune des directions opérationnelles de la Commission de la fonction publique.

Depuis l'exercice 1994-1995, l'Organisme chargé du perfectionnement et de la formation fonctionne comme un organisme de service spécial et fait l'objet d'un rapport annuel distinct.

Depuis l'exercice 2002-2003, Service Manitoba relève du commissaire de la Commission de la fonction publique pour son orientation globale. Les activités de Service Manitoba en 2003-2004 sont incluses dans le présent rapport annuel.

2003-2004 HIGHLIGHTS

Renewal Initiatives

The Civil Service Commission continued in its leadership role on renewal initiatives to attract and retain a highly effective, professionally competent, representative and sustainable Manitoba civil service. Renewal initiatives for 2003-2004 included:

Civil Service Renewal Strategy

The Civil Service Renewal Strategy is a new government initiative announced in October 2003. The purpose of the strategy is to keep and attract the talent government needs to meet the public service expectations of Manitobans. There are four goals:

1. Renewal - make working for government a more attractive and rewarding experience for all current and potential employees;
2. Sustainability - minimize the impact of retirements on service delivery;
3. Diversity - increase diversity at all levels of the civil service;
4. Clarity - increase the accountability for effective human resource management.

The Civil Service Commission is responsible for implementing the renewal strategy. Activities for 2003-2004 included:

- creation of the Deputy Ministers' Advisory Committee on Human Resources, to provide corporate guidance in how the strategy should be implemented, and to identify those policies and practices that can support or inhibit renewal and to recommend changes where required;

- creation of renewal authorities in every department who are advancing the corporate goals of the strategy and ensuring there are succession plans addressing specific departmental needs;

- arranged and facilitated the meetings of departmental renewal authorities through which departments hear corporate direction from the Deputy Ministers' Advisory Committee, identify issues of common or systemic concern, and exchange renewal information and ideas among themselves;

- surveyed departments on their renewal activities and assembled a data base from which departments can learn and adapt;

- led an inter-departmental team in identifying where needed renewal-related information exists, and drafted a framework for measuring progress on renewal;

- implemented the Leadership Development Initiative for 2003-2004, to expand the leadership capacity in government and to help protect against the loss of management knowledge;

- increased internship programs that provide a larger pool of talented and diverse candidates from which departments can replace incumbents to key positions; and

- continued to meet with departmental executive management committees to introduce the renewal strategy, and to garner their ideas and issues for consideration by the Deputy Ministers' Advisory Committee.

ÉLÉMENTS PRINCIPAUX EN 2003-2004

Initiatives de renouvellement

La Commission de la fonction publique a poursuivi son rôle directeur en matière d'initiatives de renouvellement afin d'attirer et de conserver une main-d'oeuvre au sein de la fonction publique du Manitoba qui soit très efficace, compétente, représentative et durable. Les initiatives de renouvellement en 2003-2004 comprenaient les suivantes :

Stratégie de renouvellement de la fonction publique du Manitoba

La nouvelle Stratégie de renouvellement de la fonction publique du Manitoba a été annoncée en octobre 2003. Elle vise essentiellement à attirer et à garder à pied d'oeuvre les employés talentueux dont le gouvernement a besoin pour satisfaire aux attentes de la population manitobaine. Elle poursuit quatre buts :

1. Renouvellement – faire de la fonction publique un lieu de travail attrayant et stimulant aux yeux des employés en poste et des candidats potentiels;
2. Stabilité – atténuer les répercussions des départs à la retraite sur la prestation des services;
3. Diversité – augmenter la diversité à tous les échelons de la fonction publique;
4. Clarté – augmenter la responsabilité pour favoriser une gestion efficace des ressources humaines.

La mise en oeuvre de la Stratégie de renouvellement a été confiée à la Commission de la fonction publique. Voici quelques activités menées par la Commission en 2003-2004 à cet escient :

- création du Comité consultatif des sous-ministres en matière de ressources humaines, chargé de formuler des orientations générales sur les modalités de mise en oeuvre de la Stratégie, de faire le point sur les politiques et les pratiques favorables ou défavorables au renouvellement, et de recommander les modifications nécessaires;

- désignation de responsables du renouvellement dans chaque ministère mis à contribution pour faire la promotion des objectifs globaux de la Stratégie et veiller à l'établissement de plans de la relève axés sur les besoins particuliers des ministères;

- organisation et animation de réunions des responsables du renouvellement dans les ministères, au cours desquelles les orientations générales établies par le Comité consultatif des sous-ministres sont transmises aux ministères; ces réunions permettent par ailleurs aux responsables de mettre en lumière les enjeux communs ou de nature systémique et d'échanger de l'information et des idées sur le thème du renouvellement;

- conduite d'un sondage auprès des ministères concernant leurs activités liées au renouvellement et création d'une base de données pouvant servir à chacun de source d'information et d'adaptation;

- direction d'une équipe interministérielle chargée de déterminer les besoins d'information sur le renouvellement et élaboration d'un cadre provisoire de mesure des progrès en matière de renouvellement;

- mise en oeuvre de l'Initiative de perfectionnement en leadership pour 2003-2004, vouée à rehausser les compétences en leadership au sein du gouvernement et à éviter la fuite des connaissances en gestion afin de préserver la mémoire de la fonction publique;

- augmentation des programmes de stages afin d'élargir et de diversifier le bassin de candidats pour la relève des postes clés au sein des ministères;

- maintien des rencontres avec les comités de la haute direction des ministères afin de leur présenter la stratégie de renouvellement, de solliciter leurs idées et de connaître les enjeux sur lesquels doit se pencher le Comité consultatif des sous-ministres.

Career Assistance for Members of Visible Minorities and Immigrants

A renewed approach to achieving a workforce reflective of the population served, this initiative began with the intent to focus on increasing the representation of members of visible minorities in the provincial civil service. Program activities included the planning and development of a formalized access program for members of visible minorities to begin in 2004-2005. The Civil Service Commission also partnered with the Department of Education, Citizenship and Youth's Volunteers in Public Service Program to facilitate volunteer placements for immigrant professionals in government. Seven individuals received volunteer placements in 2003.

Persons with Disabilities Career Assistance Program

The Persons with Disabilities Career Assistance Program to support the employment of persons with disabilities began in 2001-2002. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining and addressing workplace accommodation needs and employment opportunities. Twelve people have been placed in departmental assignments since the program's inception including seven people who started in 2003-2004.

Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program

The Clerk of the Executive Council and the Civil Service Commissioner supported a program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity for summer employment with the government of Manitoba to encourage them to consider a career in the civil service. Four students were placed in government positions for the summer of 2002 and five students were placed for the summer of 2003.

Aboriginal Management Development Program (AMDP)

The Aboriginal Management Development Program is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. Twenty-five interns have successfully completed the program and placed in civil service positions. Six interns will complete the program in September 2005. The fourth intake departmental sponsors are: Education, Citizenship and Youth, Conservation, Family Services and Housing, Transportation and Government Services and Culture, Heritage and Tourism.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program co-sponsored by the Civil Service Commission and the Department of Aboriginal and Northern Affairs is a two-year internship program to provide training and development opportunities to Aboriginal interns in order that they may successfully compete for professional and managerial career opportunities within the civil service. Ten interns have successfully completed the program and placed in civil service positions. A new intake of six interns began in June 2003.

Programme d'aide professionnelle destiné aux personnes des minorités visibles et aux immigrants

Cette démarche renouvelée de création d'une main-d'oeuvre représentative de la population desservie a tout d'abord été motivée par la nécessité d'augmenter le nombre de représentants des minorités visibles au sein de la fonction publique provinciale. Le programme comportait notamment des activités de planification et de mise au point d'un programme formel d'accès à l'intention des minorités visibles, dont le lancement est prévu en 2004-2005. La Commission de la fonction publique a par ailleurs noué un partenariat avec le Programme de bénévolat dans la fonction publique du Ministère de l'Éducation, de la Citoyenneté et de la Jeunesse pour favoriser l'intégration de professionnels immigrants volontaires dans la fonction publique. En tout, sept personnes ont ainsi été affectées à un poste volontaire en 2003.

Programme d'aide professionnelle destiné aux personnes handicapées

Le Programme d'aide professionnelle destiné aux personnes handicapées, qui vise à appuyer l'emploi de personnes handicapées, a commencé en 2001-2002. Ce programme permet de procéder à une évaluation, à une adaptation et à un placement spécifiques de ces personnes dans des postes au sein du gouvernement avec l'objectif de déterminer les besoins en matière d'adaptation sur le lieu de travail et de débouchés et de les servir. Douze personnes ont été affectées à des postes ministériels depuis la création du programme, dont sept qui ont commencé à travailler en 2003-2004.

Programme de stages d'été destiné aux lauréats de prix d'excellence de la Fondation des bourses d'études du millénaire

Le greffier du Conseil exécutif et le commissaire de la Commission de la Fonction publique ont parrainé le programme visant à offrir des stages d'été aux élèves exceptionnels à qui l'on a décerné des prix d'excellence par l'entremise de la Fondation des bourses d'études du millénaire. Le programme a pour objet de donner aux élèves exceptionnels l'occasion d'obtenir un emploi d'été au sein du gouvernement du Manitoba afin de les encourager à envisager une carrière dans la fonction publique. Ainsi, quatre élèves ont été affectés à des postes au sein du gouvernement pendant l'été de 2002, et cinq autres pour l'été 2003.

Programme de perfectionnement en gestion destiné aux Autochtones

Le Programme de formation en gestion destiné aux Autochtones est un programme d'une durée de deux ans. Il permet de former et de perfectionner les employés autochtones de la fonction publique pour qu'ils puissent se présenter avec succès aux concours de la fonction publique donnant accès à des carrières professionnelles ou de gestion au sein du gouvernement. Le Programme est une entreprise conjointe de la Commission de la fonction publique et des ministères participants. Vingt-cinq stagiaires ont terminé le programme avec succès et trouvé des postes supérieurs dans la fonction publique. Six autres stagiaires termineront le programme en septembre 2005. Un quatrième contingent a été parrainé par les ministères de l'Éducation, de la Citoyenneté et de la Jeunesse; de la Conservation; des Services à la famille et du Logement; des Transports et des Services gouvernementaux; de la Culture, du Patrimoine et du Tourisme.

Programme d'administration publique pour les Autochtones

Le Programme d'administration publique pour les Autochtones est un programme de stages d'une durée de deux années parrainé conjointement par la Commission de la fonction publique et le ministère des Affaires autochtones et du Nord. Il permet d'améliorer les possibilités de formation et de perfectionnement professionnel de stagiaires autochtones pour qu'ils puissent se présenter avec succès à des concours donnant accès à des postes professionnels et en gestion dans la fonction publique. Dix stagiaires ont terminé le programme avec succès et occupent maintenant des postes dans la fonction publique. Un nouveau contingent de six stagiaires ont commencé le programme en juin 2003.

Financial Management Development Program (FMDP)

The Financial Management Development Program sponsored by the Civil Service Commission and the Department of Finance is a three-year internship program to provide training and development opportunities to interns interested in financial management in order that they may successfully compete for financial management career opportunities within the civil service. One intern has completed the program and placed in a civil service position. A fourth intake of three interns commenced employment with the program in June 2003. A new intake of interns is scheduled for June 2004.

Management Internship Program (MIP)

The Management Internship Program is a three-year training program to provide training and development opportunities to interns with an interest in the public sector in order that they may successfully compete for professional and managerial career opportunities within the civil service. To date twenty-two interns have completed the program and placed in civil service positions. An eighth intake of five interns commenced employment with the program in June 2003. A new intake of interns is scheduled for June 2004.

Corporate Development

The Civil Service Commission continued to sponsor training and advisory services. These services support good human resource practice, encourage a renewed and representative civil service, and promote the best use of employee talent. In 2003-2004, the sponsorship resulted in 130 training workshops or in-department development events and involved at least 2,080 employees. Among the workshops and services offered were behaviour description interviewing, communicating with Aboriginal people, cultural diversity, hiring and employing workers with disabilities, and staffing skills for managers and human resource professionals.

Competency Based Human Resource Management

Competency based human resource management continues to be a major focus of the Civil Service Commission. During 2003-2004, work continued on the Employee Development Workbook and completion of the Manitoba Corporate Competency Catalogue. As well, work continued on the SAP Qualifications and Requirements application which contains the competency catalogue and allows for the automated capture of employee qualifications and role/position competency requirements. It will provide an automated means to match employee competencies to job requirements and provide detail and summary reports on employee and job profile competency information.

In addition, Human Resource Programs have been working to blend competency based management, behaviour description interviewing and prior learning assessment principles and techniques into all assessment/evaluation programs and workshops.

Diversity and Employment Equity Initiatives

The Civil Service Commission continued to take an active leadership role in the area of diversity and employment equity to develop diversity and employment equity initiatives to best support the diversity and equity goals of government. Diversity and Employment Equity initiatives for 2003-2004, in addition to internship programs, included:

Programme de formation en gestion financière

Le Programme de formation en gestion financière est subventionné par la Commission de la fonction publique et le ministère des Finances. Le Programme de formation en gestion financière prend la forme d'un stage de trois ans offrant des possibilités de formation et de perfectionnement professionnel aux stagiaires intéressés par la fonction publique, afin qu'ils puissent se présenter avec succès à des concours donnant accès à des postes professionnels et de gestion financière dans la fonction publique. Un stagiaire a terminé le programme et occupe maintenant un poste dans la fonction publique. Un quatrième contingent de trois stagiaires a commencé à travailler en juin 2003 grâce à ce programme. On attend un nouveau contingent de stagiaires pour juin 2004.

Programme de stages en gestion

Le Programme de stages en gestion est un programme de trois ans qui offre des possibilités de formation et de perfectionnement aux stagiaires que le secteur public intéresse. Il leur permet de se présenter avec succès aux concours de la fonction publique et d'obtenir ainsi des postes professionnels et en gestion au sein de l'appareil gouvernemental. À ce jour, 22 stagiaires ont terminé le programme et ont obtenu un poste dans la fonction publique. Un huitième contingent de six stagiaires a commencé à travailler en juin 2003 grâce à ce programme. On attend un nouveau contingent de stagiaires pour juin 2004.

Développement des services ministériels

La Commission de la fonction publique continue à parrainer des services de formation et de consultation. Ces services encouragent les bonnes pratiques en matière de ressources humaines, une fonction publique renouvelée et représentative, ainsi qu'une meilleure utilisation des talents des fonctionnaires. En 2003-2004, ce parrainage a permis d'organiser 130 ateliers de formation ou activités de perfectionnement internes, auxquels ont participé au moins 2 080 employés. Les thèmes des ateliers et services étaient notamment les suivants : entrevues fondées sur la description des comportements, communication avec les Autochtones, diversité culturelle, embauche et gestion de travailleurs ayant des déficiences, et perfectionnement des compétences en dotation à l'intention des gestionnaires et des spécialistes des ressources humaines.

Gestion des ressources humaines axée sur les compétences

La gestion des ressources humaines axée sur les compétences continue d'être une priorité stratégique importante de la Commission. En 2003-2004, on a poursuivi le travail sur l'atelier de perfectionnement des employés et on a achevé le catalogue des compétences au sein de la fonction publique du Manitoba. Par ailleurs, on a continué le travail sur l'application Qualifications et exigences de SAP, qui comprend le fichier principal de catalogage des compétences et permet l'enregistrement automatisé des qualifications des fonctionnaires et des exigences du domaine d'activité ou du poste. Il s'agit d'un moyen d'apparier les compétences des fonctionnaires aux exigences du poste et de fournir des rapports détaillés et sommaires au sujet des données sur les employés et des profils d'emploi.

Les Programmes des ressources humaines se sont employés en outre à intégrer les principes et les techniques de gestion axée sur les compétences, d'entrevues fondées sur la description des comportements ainsi que de reconnaissance des acquis à tous les programmes et ateliers d'évaluation.

Initiatives axées sur la diversité et l'équité en emploi

La Commission de la fonction publique continue à jouer un rôle actif de surveillant dans le domaine de la diversité et de l'équité en matière d'emploi afin d'élaborer des initiatives qui visent à aider au maximum le gouvernement à réaliser ses objectifs en matière de diversité et d'équité en emploi. Les initiatives pour 2003-2004, en plus des programmes de stages, incluaient notamment les suivantes.

Enhanced Diversity and Employment Equity Policy

The Civil Service Commission conducted a review of the Employment Equity Policy including a review of the 1983 employment equity targets set for designated groups established under the Affirmative Action program. The Commission, with feedback from government departments, developed an enhanced Diversity and Employment Equity Policy with a broader diversity focus and framework. The policy changes complement the renewal strategy, as diversity is one of the goals of renewal. New benchmarks that reflect the population and workforce of Manitoba and community consultations have been established for the designated groups as follows: Women 50%, Aboriginal Persons 14%, Persons with Disabilities 7% and Members of Visible Minorities 8%. The policy also enhanced reporting and accountability mechanisms and provides more tools to further respond to the rapidly changing Manitoba demographics.

Communication Strategy – Diversity and Employment Equity Policy

The Civil Service Commission initiated a communication strategy to implement the Diversity and Employment Equity Policy within the civil service and is partnering with crown corporations to share best practices and programs related to diversity and employment equity. The Commission in partnership with departmental employment equity coordinators began delivering a policy information update to departmental executive management committees.

Annual Employment Equity Update Conference

The Civil Service Commission hosted the Annual Employment Equity Update Conference for the government human resource community. At the June 2003 Conference, the Minister Responsible confirmed the Government's support for employment equity. The agenda included an address by the Civil Service Commissioner about the importance of working to ensure our workforce reflects the diversity of the Province. It also included a presentation from the Manitoba Government and General Employees' Union (MGEU) and a panel of equity representatives speaking on equity beyond 2003. Round table discussions provided the Conference participants an opportunity to give feedback to the Commission on the proposed changes to the Diversity and Employment Equity policy.

Outreach Activities

The Civil Service Commission continued to engage in active outreach activities in order to promote career opportunities in the civil service with various diversity groups and employment equity organizations as well as universities and colleges. Outreach activities included:

- participation in the Manitoba Business Leadership Network Job Fair for persons with disabilities;
- meetings with organizations representing persons with disabilities;
- participation in the Winnipeg Chamber of Commerce Aboriginal Job Fair;
- ongoing outreach to Aboriginal communities across the Province on behalf of departments that serve Aboriginal people;
- ongoing outreach to organizations representing the visible minority community, Adult ESL Centres, and employment agencies that work with members of visible minorities and/or immigrant clients; and
- ongoing participation in conferences and committees relating to increasing the representation and improving the distribution of women in government at all levels including a special presentation on Women and Leadership from the Conference Board of Canada.

Politique améliorée en matière de diversité et d'équité en emploi

La Commission de la fonction publique a procédé à l'examen de la Politique sur l'équité en emploi, qui portait notamment sur les objectifs d'équité établis en 1983 pour certains groupes désignés à l'intérieur du Programme d'action positive. La Commission, à la lumière des commentaires des divers ministères, a élaboré une politique améliorée en matière de diversité et d'équité en emploi, qui donne encore plus de place aux objectifs de diversité et au cadre. Ces modifications à la politique constituent un complément à la stratégie de renouvellement – la diversification étant l'un des objectifs du renouvellement. Voici les nouveaux objectifs repères en matière de diversité, qui sont plus représentatifs de la population et de la main-d'oeuvre manitobaine : 50 % de femmes; 14 % d'Autochtones; 7 % de personnes handicapées et 8 % de personnes des minorités visibles. La politique renforce par ailleurs les mécanismes de rapport et de reddition de comptes, en plus de proposer de nouveaux outils d'adaptation à la constante évolution du profil démographique des Manitobains.

Stratégie de communication – Politique sur la diversité et l'équité en emploi

La Commission de la fonction publique a lancé une stratégie de communication axée sur la mise en oeuvre de la politique en matière de diversité et d'équité en emploi à l'intérieur de la fonction publique. À cette fin, la Commission travaille en partenariat avec des sociétés d'État et échange avec elles sur les pratiques exemplaires et les programmes en matière de diversité et d'équité en emploi. La Commission, en partenariat avec les coordonnateurs de l'équité en emploi au sein des ministères, a entrepris la diffusion des mises à jour sur la politique aux comités ministériels de la haute direction.

Annual Employment Equity Update Conference

La Commission de la fonction publique a organisé la conférence *Annual Employment Equity Update Conference* à l'intention de la communauté des ressources humaines du gouvernement. Au cours de la conférence qui a eu lieu en juin 2003, le ministre responsable a confirmé le soutien du gouvernement à l'équité en emploi. L'ordre du jour de la conférence incluait une intervention du commissaire de la fonction publique, qui a insisté sur les efforts à déployer pour rendre la fonction publique aussi représentative que possible de la diversité de la population manitobaine. Il comprenait également des présentations de l'Association des fonctionnaires du Manitoba (MGEU) et d'un groupe de représentants en équité, qui ont parlé de l'équité après 2003. Des discussions en tables rondes ont permis à la Commission de recueillir les commentaires des participants sur les modifications proposées à la politique sur la diversité et l'équité en emploi.

Activités d'extension

La Commission de la fonction publique continue à s'engager activement dans des activités d'extension afin de promouvoir les perspectives de carrière au sein de la fonction publique en collaboration avec divers groupes sur la diversité et organismes d'équité en emploi, ainsi que des collèges et universités. Les activités d'extension incluaient notamment :

- la participation à la Manitoba Business Leadership Network Job Fair pour les personnes handicapées;
- la tenue de rencontres avec des organismes représentant les personnes handicapées;
- la participation à la journée-carrières de la Chambre de commerce de Winnipeg;
- des activités d'extension continues avec les collectivités autochtones de toute la province au nom des ministères leur dispensant des services;
- des activités d'extension continues avec des organismes représentant les minorités visibles; des centres d'enseignement de l'anglais langue seconde aux adultes, ainsi que des agences de placement qui collaborent avec des personnes de minorités visibles ou des clients immigrants;
- la participation continue à des conférences et à des comités voués à augmenter le nombre de femmes dans la fonction publique et leur présence à tous les échelons, dont une présentation spéciale sur les femmes et le leadership du Conference Board of Canada.

Review of the Executive Development Program for Women (EDPW)

The Executive Development Program for Women (EDPW) was established in 1990 to reflect government's commitment to improving the proportionate representation of women within senior management. Human Resource Programs and Organization & Staff Development began a review of the program to determine whether it continues to meet the needs of the participants and the corporate goal of preparing women for senior management positions. The review will include a consultative process with current and prior participants and other government stakeholders.

Sustainable Development Initiatives

The Civil Service Commission is a small department whose operations are housed within two small office building locations in Winnipeg. During 2003-2004, the Commission continued to focus on its Sustainable Development framework document developed in 2002 to manage sustainable development action plans during this fiscal year. The document focuses on those areas that a small department, in an office setting, can address.

During 2003-2004, the Civil Service Commission communicated sustainable development information to its employees in terms of general awareness messages and continued with a number of activities started in the last fiscal year. These included continued use of re-cycled paper in photocopiers and all computer printers, using two sided printing of documents and other printed material as a standard where feasible to minimize the use of paper and toner, using re-cycled toner cartridges for computer printers, and continued work with central responsibility areas to investigate the appropriate disposal of recyclable items such as cans, newspapers and plastics to result in a government-wide solution.

Technology Initiatives

The Civil Service Commission continued to support its technology capabilities in order to assist the Commission's program areas and to provide government-wide human resource management systems, processes and procedures to support government human resource management priorities. Technology initiatives for 2003-2004 included:

Corporate and Department Human Resource Reporting

Management Information and Support Services (MISS) continued to work with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat, as well as representatives of all departments, in defining and implementing processes, tools and services to assist in the extraction and analysis of information from SAP.

Internet/Intranet Web Sites

The Civil Service Commission launched its first comprehensive Internet web site in the fall of 2003. In addition, the Commission also completed a full redesign of its existing Intranet site and implemented the new version in early 2004.

Examen du programme de perfectionnement pour les femmes cadres

Le programme de perfectionnement pour les femmes cadres a été établi en 1990 afin de démontrer l'engagement du gouvernement à améliorer la représentation des femmes au sein de la haute direction. Les Programmes des ressources humaines ainsi que l'Organisme chargé du perfectionnement et de la formation ont entrepris un examen pour établir si le programme continue d'être adapté aux besoins des participantes et à l'objectif général visant à préparer les femmes à occuper des postes de cadres supérieurs. L'examen comportera un processus de consultation auprès des participantes actuelles et de leurs prédécesseures, ainsi que d'autres parties intéressées au sein du gouvernement.

Initiatives en matière de développement durable

La Commission de la fonction publique est un petit ministère : ses centres d'opération tiennent dans deux petits immeubles à bureaux situés à Winnipeg. En 2003-2004, la Commission de la Fonction publique a continué de s'appuyer sur le document cadre rédigé en 2002 pour la gestion de ses plans d'action en matière de développement durable au cours de l'exercice. Le document porte principalement sur les domaines qu'un petit ministère, dans des bureaux, peut examiner.

En 2003-2004, la Commission de la fonction publique a diffusé à ses employés des messages de sensibilisation générale sur le thème du développement durable et elle a maintenu diverses activités entamées au cours de l'exercice précédent. Notamment, elle a continué de favoriser l'utilisation de papier recyclé dans les copieurs et toutes les imprimantes reliées à un ordinateur; elle a maintenu la norme relative à l'impression des deux côtés pour les documents et autres textes imprimés dans toute la mesure du possible afin de minimiser l'utilisation du papier et de la poudre imprimante, et l'utilisation de cartouches de poudre d'imprimante recyclées dans le cas de ses imprimantes reliées à des ordinateurs. Elle a en outre continué de collaborer avec les pouvoirs centraux pour trouver les meilleurs moyens d'éliminer des articles recyclables tels les canettes, les journaux et les objets en plastique, dans l'optique d'en arriver à une solution viable à l'échelle du gouvernement.

Initiatives en matière de technologie

La Commission de la fonction publique continue de fournir le soutien nécessaire à ses capacités en matière de technologie afin d'appuyer ses domaines de programmes et de fournir des systèmes, des procédés et des marches à suivre de gestion des ressources humaines à l'échelle gouvernementale visant à soutenir les priorités du gouvernement en matière de ressources humaines. Les initiatives pour 2003-2004 incluent notamment les suivantes :

Transmission globale et ministérielle des données sur les ressources humaines

La Direction de l'information de gestion et des services de soutien (IGSS) a maintenu sa collaboration avec les Programmes des ressources humaines et la Division des relations du travail, le Secrétariat du Conseil du Trésor ainsi que divers représentants ministériels afin de définir et de mettre en oeuvre des procédés, des outils et des services pour aider les ministères à extraire les données de SAP.

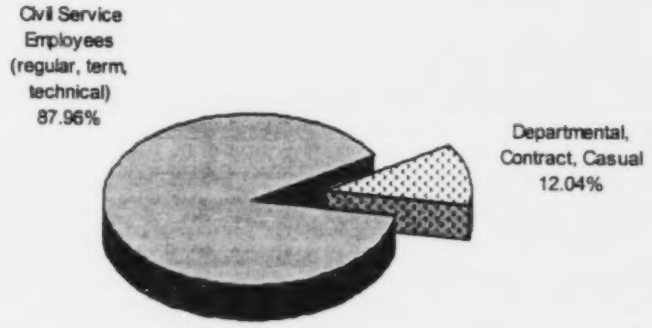
Sites Web dans Internet et l'Intranet

À l'automne 2003, la Commission de la fonction publique a lancé son premier site Web complet dans Internet. Elle a en outre achevé le remaniement global de son site intranet, dont la nouvelle version a été implantée au début de 2004.

STATISTICS – As of March 31, 2004

Civil Service Employee Statistics

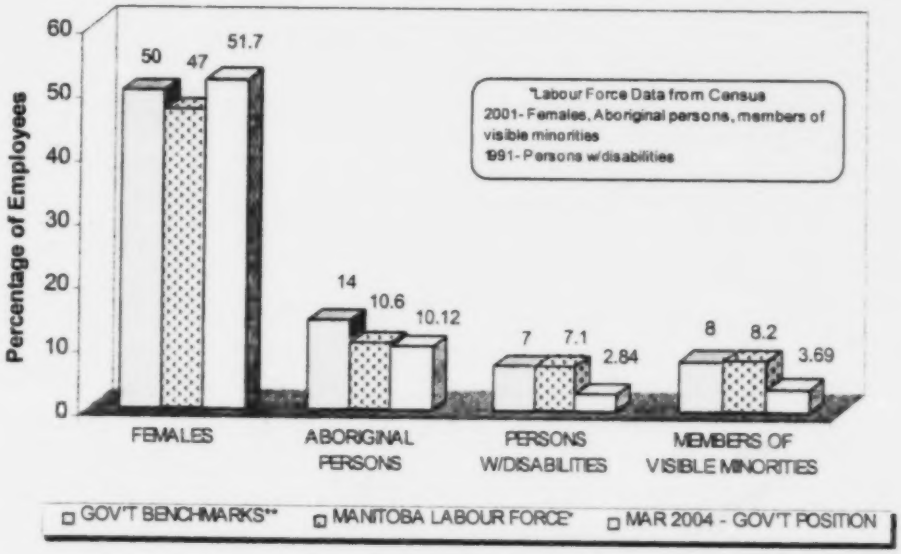
As of March 31, 2004, the total number of civil service employees was 13,707. This includes 12,057 civil service employees (regular, term and technical employees) and 1,650 departmental, contract and casual employees.



Note: Does not include employees on inactive status.

Employment Equity Statistics

As of March 31, 2004, the representation of employment equity groups in the civil service was: women 51.7%; Aboriginal persons 10.12%; persons with disabilities 2.84%, and members of visible minorities 3.69%.



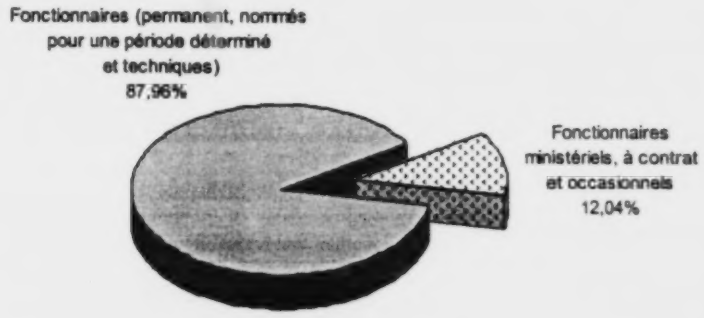
Notes: These totals include both active and inactive; regular, term, technical and departmental employees in the calculations. The statistics for Aboriginal persons, Persons with Disabilities and members of Visible Minorities are based on employee self-declarations.

** Established Benchmarks in 2003-2004 that reflect the population and workforce in Manitoba based on 2001 census data and community consultations.

STATISTIQUES – au 31 mars 2004

Statistiques sur les fonctionnaires

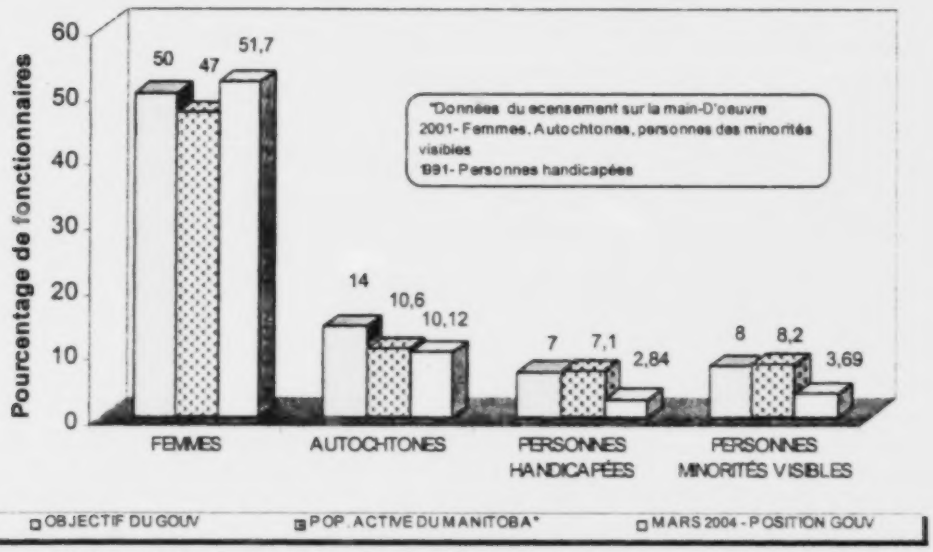
Au 31 mars 2004, la fonction publique comptait 13 707 fonctionnaires au total, dont 12 057 employés (permanents, nommés pour une période déterminée et techniques) et 1 650 fonctionnaires ministériels, contractuels ou occasionnels.


Fonctionnaires (permanent, nommés pour une période déterminé et techniques) 87,96%
Fonctionnaires ministériels, à contrat et occasionnels 12,04%

Remarque : Ces chiffres n'incluent pas les employés inactifs.

Statistiques sur l'équité en emploi

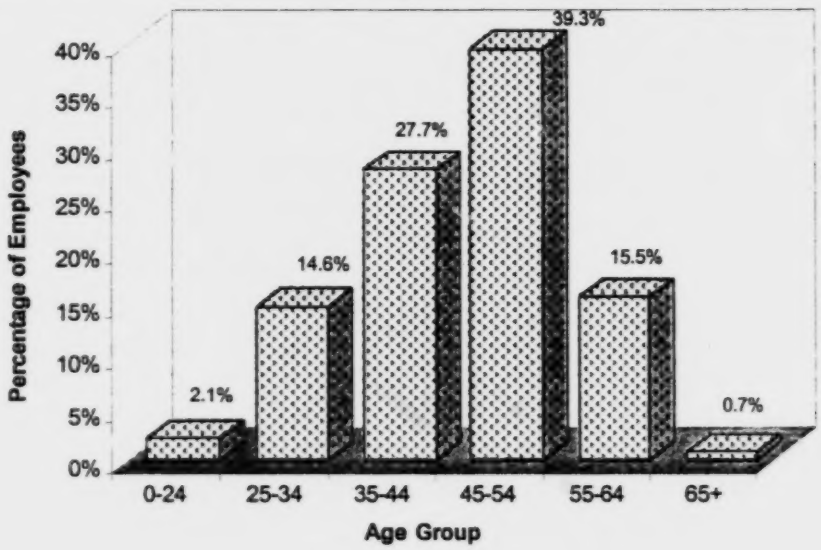
Au 31 mars 2004, la répartition dans la fonction publique des groupes désignés aux fins de l'équité en matière d'emploi était la suivante : 51,7 % de femmes, 10,12 % d'Autochtones, 2,84% de personnes handicapées et 3,69 % de personnes des minorités visibles.



Remarques: Ces totaux incluent les employés actifs et inactifs(permanents, nommés pour une période déterminée et techniques), ainsi que les fonctionnaires ministériels. Les statistiques pour les Autochtones, les personnes handicapées et les personnes des minorités visiblesproviennent des autodéclarations des employés.
**De nouveaux objectifs repères ont été établis en 2003-2004, qui représentent mieux la population et la population active du Manitoba selon le Recensement de 2001 et les consultations auprès des collectivités.

Percentage of Employees by Age Group

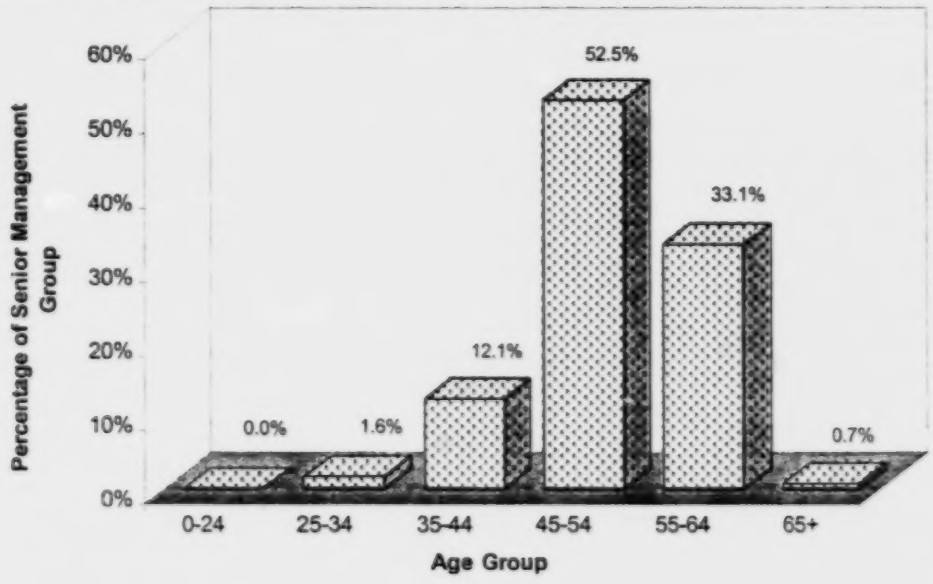
The percentage of civil service employees by age group as of March 31, 2004



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status.

Average Age of the Senior Management Group

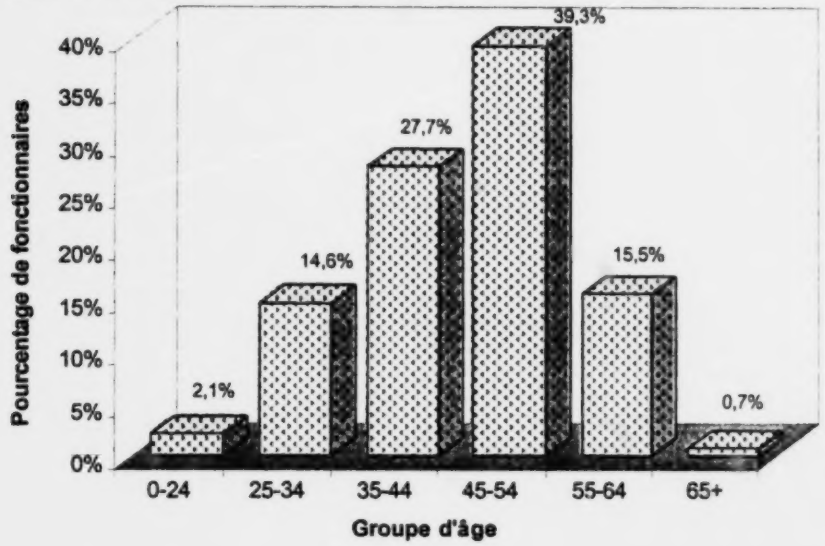
The average age of the Senior Management Group as of March 31, 2004



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status. The Senior Management Group includes Deputy Ministers, Executive Officers, Senior Officers and Senior Managers.

Répartition des fonctionnaires selon le groupe d'âge

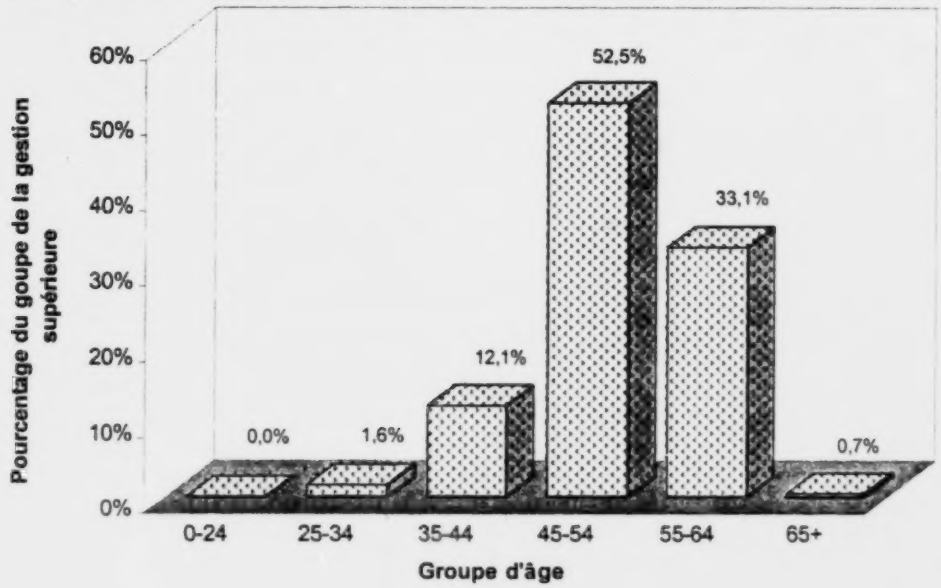
Voici la répartition des fonctionnaires selon le groupe d'âge au 31 mars 2004 :



Remarque : Ces totaux tiennent compte uniquement des fonctionnaires permanents, nommés pour une période déterminée et techniques. Ils n'incluent pas les employés inactifs.

Répartition selon le groupe d'âge au sein du groupe de la gestion supérieure

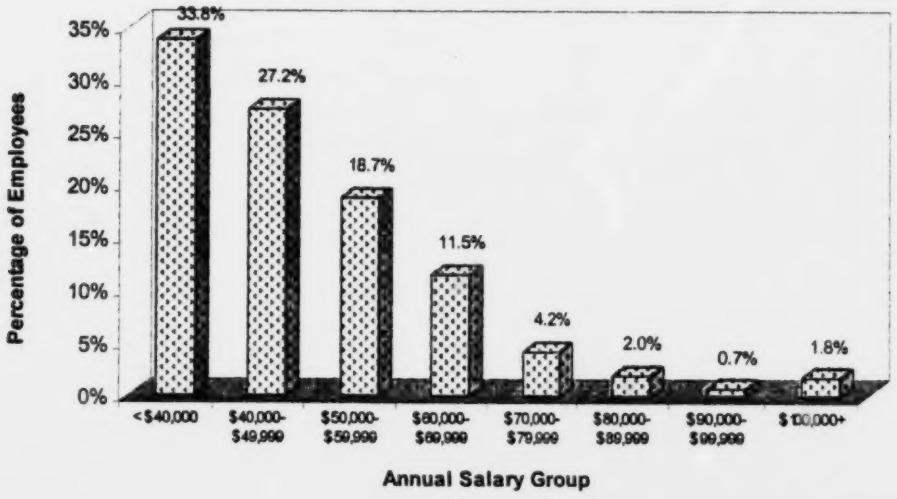
Voici la répartition selon le groupe d'âge au sein du groupe de la gestion supérieure au 31 mars 2004 :



Remarque : Ces totaux tiennent compte uniquement des fonctionnaires permanents, nommés pour une période déterminée et techniques. Ils n'incluentpas les employés inactifs. Le groupe de la gestion supérieure comprendles sous-ministres, les premiers dirigeants,les cadres supérieurs ainsi que les gestionnaires principaux.

Percentage of Employees by Annual Salary Distribution

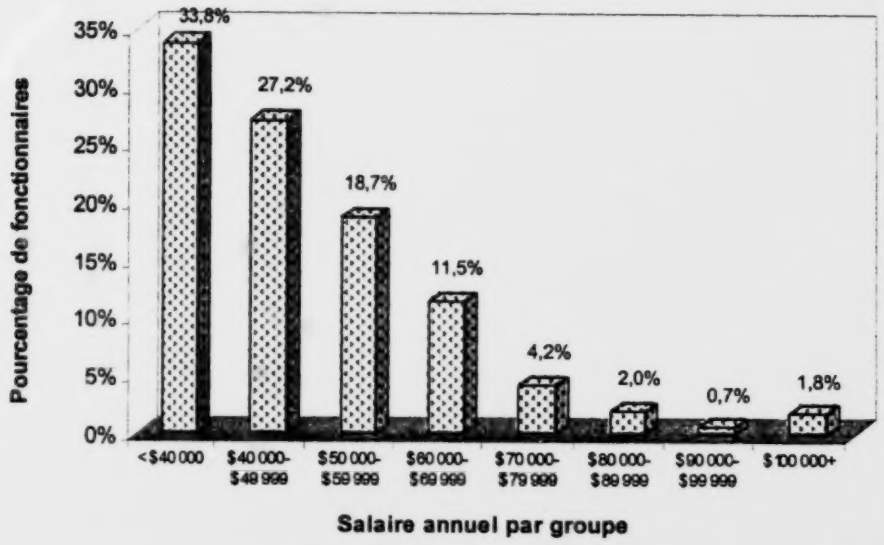
The percentage of civil service employees by salary distribution groups as of March 31, 2004:



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status.

Répartition des fonctionnaires selon la catégorie de salaire annuelle

Voici la répartition des fonctionnaires selon la catégorie de salaire au 31 mars 2004 :



Remarque : Ces totaux tiennent compte uniquement des fonctionnaires permanents, nommés pour une période déterminée et techniques. Ils n'incluentpas les employés inactifs.

CIVIL SERVICE COMMISSION BOARD

The Civil Service Commission Board is constituted under subsection 4(1) of *The Civil Service Act* and consists of not less than three nor more than seven members appointed by the Lieutenant Governor in Council. One member is designated chairperson. Three members may constitute a quorum for any business of the Commission Board.

The Civil Service Commission Board

James W. Hartry, Chairperson
Shirley L. Strutt, Civil Service Commissioner
Ertrice Eddy, Citizen Member
Russell Malkoske, Citizen Member
Loretta Meade, Citizen Member
Brian Stewart, Citizen Member
Erika Wehrle, Citizen Member (resigned effective March 31, 2004)

A Secretary, who is not a member of the Civil Service Commission Board, provides functional guidance and staff support for all the Commission Board activities. The Secretary manages the Commission's quasi-judicial appeal functions, including procedural and legal consultation, registration and administration of all appeal matters and decisions on appeal.

The Civil Service Commission Board extends their appreciation for the service of Ms. Erika Wehrle who served as a member since 1989. Ms. Wehrle resigned from the Commission Board effective March 31, 2004.

Administration of *The Civil Service Act*

The Civil Service Commission Board applies and carries out those provisions of *The Civil Service Act* for which it is responsible. They include:

- delegating to staff of the Commission and departments, authority to administer provisions of *The Civil Service Act;*
- advising the Minister Responsible on the status of human resource management administration in government;
- ensuring, through the deputy head, that civil service policies and programs for which it is responsible are administered in accordance with the provisions of *The Civil Service Act*; and
- hearing appeals under *The Act*, Regulations and collective agreements as a quasi-judicial appeal tribunal.

The Civil Service Commission Board carries out its functions and responsibilities through the staff organization outlined in this Annual Report. In addition, the Commission Board receives regular presentations from Commission staff on new and ongoing programs and policy initiatives.

The Civil Service Commission Board may make recommendations to the Minister Responsible on human resource management administration in government and for each fiscal year submits to the Minister a report on the activities of the Civil Service Commission and the administration of *The Act*.

Merit and Redress Under *The Civil Service Act*

The Civil Service Act provides authority for selection and appointment of employees based on the merit principle. The exercise of authority under *The Act* is subject to checks and balances including assessments, audits, independent investigations, grievance and arbitration procedures and appeals to the Civil Service Commission Board. The exercise of delegated staffing authority by departments is subject to periodic review. Appointments are subject to both administrative reviews by Commission staff and to appeal under the Regulations or applicable collective agreements.

Other matters may be appealed to the Civil Service Commission Board under the Regulations and collective agreements or pursued through grievance/arbitration procedures under either the Regulations or applicable collective agreements.

The Civil Service Commission Board has all the powers of commissioners appointed pursuant to Part V of *The Manitoba Evidence Act* including the power to administer oaths and declarations, to subpoena witnesses and to compel the production of books, papers and records.

The appeal function includes:

- classification appeals from both excluded employees and bargaining unit employees,
- selection appeals from both excluded employees and bargaining unit employees,
- disciplinary appeals from excluded employees,
- appeals on alleged violations of *The Civil Service Act*,
- conflict of interest appeals from government employees,
- appeals on management-originated requests for reclassification of positions,
- appeals on delegated administrative review decisions to overturn staffing competitions,
- appeals from employees impacted by workforce adjustment who were re-employed to other positions on a trial basis but were rejected on trial.

CIVIL SERVICE COMMISSION BOARD ACTIVITIES 2003-2004

During 2003-2004, the Civil Service Commission Board met on a regular basis to review matters of concern to the Commission Board arising during the year and to consider presentations from staff on programs administered by the department.

Administrative Meetings	2001-2002	2002-2003	2003-2004
Submissions:	9	10	20
Staffing Audit Plans	*	2	4
Staffing and Employment Equity Assessments	3	-	6
Revisions to Staffing Delegation	6	8	7
Personnel Policy Approval	-	-	3
Other	-	-	-

Notes:

* As of 2002-2003, staffing audit plans are submitted to the Commission Board for discussion prior to commencement of a departmental staffing and employment equity assessment audit.

The Civil Service Commission Board maintains an overview of Commission and departmental human resource activities through regular reports and monitoring related to the delegation of recruitment and selection authority, implementation of employment equity and human resource practices and policies.

The Civil Service Commission Board in 2003-2004 approved format revisions to the Staffing Delegation Agreement to reflect that departmental staffing assessments include a review of departmental employment equity activities and clarified the expectation of the application of employment equity in competitions.

Staff presentations to the Civil Service Commission Board included the following:

- an overview on the Diversity and Employment Equity strategy in the Manitoba civil service and proposed changes to employment equity policies related to staffing;
- an overview of the Labour Relations Division, Treasury Board Secretariat with a focus on the classification program and classification appeals;
- a presentation on the new Internet web site for the Civil Service Commission; and
- an overview on the Civil Service Renewal Strategy.

The Civil Service Commission Board had an opportunity to meet with the Minister Responsible and held a general discussion regarding the Renewal Strategy, status of diversity and employment equity including managerial accountability and recommended policy changes, greater mobility of employees across government, and the status of the classification system.

Appeals	2001-2002	2002-2003	2003-2004
Number of appeals initiated in 2003-2004	22	31	18
Number appeals pending from previous year	9	21	21
Number of appeals withdrawn	8	20	13
Number of appeals heard	2	11	10
Number of appeals granted	-	3	2
Number of appeals granted other than requested	-	-	-
Number of appeals denied	2	8	8
Appeals pending to next fiscal year	21	21	16

The number of appeals initiated during 2003-2004 decreased slightly due to a decrease in the number of classification appeals filed.

The Civil Service Commission Board continues to review all appeal decisions, once issued to ensure consistency and common understanding of the issues determined. The Commission Board maintains an index and summary of decisions for reference by individual appeal boards and parties to an appeal. Appeal issues determined during 2003-2004 included classification and selection. A number of appeals submitted were resolved without requiring a hearing following discussions between the parties and their representatives. The Commission Board continues to encourage the practice of pre-hearing discussions between the parties in hopes of early resolution of matters in dispute.

The activities of the Civil Service Commission including related statistics are outlined in the appropriate sections of this Annual Report.

Current Delegation of Recruitment and Selection Authority to Departments

Department/Other Public Entity	Initial Delegation	Extension of Delegation
Aboriginal and Northern Affairs	April 1, 1980	ongoing
Advanced Education and Training	May 1, 1980	ongoing (1)
Agriculture, Food and Rural Initiatives	March 1, 1980	ongoing
Conservation	April 1, 1986	ongoing
Culture, Heritage and Tourism	January 1, 1989	ongoing
Education, Citizenship and Youth	May-1, 1980	ongoing
Energy, Science and Technology	September 26, 2003	ongoing
Family Services and Housing	August 1, 1989	ongoing (2)
Finance	November 1, 1982	ongoing
Health	May 1, 1980	ongoing
Industry, Economic Development and Mines	August 1, 1989	ongoing
Intergovernmental Affairs and Trade	March 1, 1980	ongoing
Justice	May 1, 1983	ongoing
Labour and Immigration	April 1, 1980	ongoing
Transportation and Government Services	October 1, 1981	ongoing (3)
Office of the Auditor General	June 19, 1997	ongoing
Office of the Children's Advocate	March 14, 2002	April 30, 2004 (4)
Office of the Ombudsman	March 14, 2002	April 30, 2004 (4)
Elections Manitoba	March 14, 2002	April 30, 2004 (4)

(1) Delegation originally with the Department of Education, Training and Youth
(2) Department of Housing originally delegated in April 1986
(3) Department of Transportation originally delegated in January 1985
(4) Delegation for civil service positions within the organization

APPEALS BY TYPE

Appeals	Initiated 2003-2004	Pending from 2001-2002 & 2002-2003	Withdrawn	Granted	Granted Other	Denied	Pending to 2004-2005
Classification	16	15	7	2		7	15
Selection	2	3	4				1
Classification Dispute		2	2				
Conflict of Interest							
Benefits Administration							
Over-Range							
Dismissal							
Administrative Review							
Jurisdiction							
Violation Civil Service Act		1				1	
Trial Rejection							
Suspension							
Disciplinary Action							
Implementation of CSC Decision							
Total	**18**	**21**	**13**	**2**	**-**	**8**	**16**

EXECUTIVE OFFICE

The Executive Office provides for the management and direction of the Department of the Civil Service Commission and manages the activities of the Civil Service Commission Board.

Objectives

To provide executive policy direction for, and coordination of, Civil Service Commission programs and to advise the government, through the Minister Responsible, on human resource management issues in government; to provide advisory, consulting and administrative services to the Civil Service Commission Board.

To initiate the development and formulation of government human resource policy and programs.

To monitor and support the implementation of the Government's employment equity program.

To maintain comprehensive Regulations, in cooperation with the Labour Relations Division of the Treasury Board Secretariat, regarding conditions of employment and prepare an Annual Report to the Legislature.

Results

Through the program areas of the Civil Service Commission, provision of a comprehensive human resource management function consistent with *The Civil Service Act* and government policy and supportive of departmental and organization goals.

Provision of advice and direct assistance to central government and departments in the recruitment, selection and appointment of senior executive staff.

Ongoing monitoring, evaluation and support of the implementation of employment equity across the government service and formulation of issues and recommendations for review with the Minister Responsible.

Management and direction of the executive functions of the department and development of strategic initiatives and program development.

Management and administration of all activities of the Civil Service Commission Board including policy and administrative submissions, delegated authorities and appeals.

Provision of policy, jurisdictional and legal consultation and advice to Commission Executive Committee and Management.

Management and promotion of renewal initiatives.

1A EXECUTIVE OFFICE

Expenditures by Sub-Appropriation	Actual 2003-2004 $(000's)	FTEs	Estimate 2003-2004 $(000's)	Variance Over(Under)	Expl. No.
Salaries	201.4	2.00	194.3	7.1	
Other Expenditures	67.3		59.9	7.4	
Total Sub-Appropriation	**268.7**	**2.00**	**254.2**	**14.5**	

ADMINISTRATIVE SERVICES
Management Information and Support Services (MISS)

Overview

Management Information and Support Services is responsible for three functional areas:

Information Technology

- Strategic systems planning to ensure proper alignment of Information Technology products and services with emerging Civil Service Commission business strategies, plans and needs
- Tactical systems planning to ensure the consistent availability and accuracy of information and technology resources and solutions
- Design, development, implementation, operations and maintenance of technology solutions to support the Civil Service Commission's program areas and certain aspects of Organization & Staff Development (OSD)
- Leadership to the Civil Service Commission in areas of information and resource management
- Provision of corporate and departmental statistical, detail and summary information and reports as required
- Development, management and security of human resource management information within the civil service
- Creation of supporting policies, procedures and systems to protect the information
- Coordination and management of desktop support by the service provider EDS (billings, requests for service, statements of work and peripheral resource management)
- Coordination of information technology training for the Civil Service Commission including desktop software and SAP functional operations - SAP being the government's enterprise software used for human resources, financial, procurement and materials management functions

Finance

- Development and ongoing maintenance of the department's Comptrollership Plan and performance of activities within the plan
- Preparation of the annual departmental estimates and supporting financial processes
- Development and reporting of financial management information
- Budget management, analysis, financial advice and appropriate alignment of available funds
- Daily accounting functions
- Coordination of the government purchasing card program and the AMEX business travel programs
- Audit of expenditures in relation to government policies

Administration

- Development of government policies and procedures for personnel records management
- Provision of responses to information requests made under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*
- Accountability for the Civil Service Commission's overall Records Management responsibilities
- Administration of the office accommodation and lease arrangements, government vehicles, telecommunications, office equipment and supplies and the Civil Service Commission's vehicle parking program
- Provision of support to course and registration activities for OSD
- Logistic management for OSD

These services are provided to varying degrees for the Civil Service Commission, the Special Operating Agency of Organization & Staff Development (OSD), provincial departments, Treasury Board, Cabinet and various external agencies.

Objectives

To implement technology solutions in support of corporate services that promote effective performance management, organizational development, workforce sustainability and renewal.

To implement Information Technology solutions that improve the Commission's ability to access human resource information and processes to ensure strategies and policies that best meet the needs of central government.

To provide detailed and summary statistical and information reports to all internal and external clients for analysis, audit, strategic planning and decision-making purposes as required through expert knowledge of available history and application data, including SAP data, and through the use of data extraction techniques.

To develop, communicate, evaluate and manage government-wide human resource management systems policies, processes and procedures to ensure integrity and confidentiality of data, efficiency and effectiveness of operation and compliance with government policies and resource allocation decisions.

To develop and maintain the information resources, systems, processing facilities and techniques for the Civil Service Commission to improve staff productivity and program effectiveness.

To facilitate the Comptrollership responsibilities, annual estimates process, provision of financial advice and financial management and reporting for the Civil Service Commission.

To develop and communicate policies and procedures respecting personnel records management, and coordinate and provide responses to applications made under Freedom of Information and Protection of Privacy legislation.

Results

Corporate and Department Human Resource Reporting

Ensuring that accurate and comprehensive human resource reports are available to individual departments and corporately continues to be an important focus of the Civil Service Commission. MISS continued to work with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat as well as representatives of all departments, in defining and implementing processes, tools and services to assist in the extraction and analysis of information from SAP. In addition, MISS continued to develop specialized and technical SAP reporting expertise for the more complex data requests. MISS also continued to work with program areas toward a clear understanding of how to assess and analyze data extracted from SAP, in the creation of data standards and in audit/error correction activities.

Competency Based Human Resource Management

Competency based human resource management continues to be a major focus of the Civil Service Commission. Work continued on technical configuration and improvement activities related to the SAP Qualifications and Requirements application. This application will contain the competency catalogue and allow for the automated capture of employee qualifications and role/position competency requirements. It will provide an automated means to match employee competencies to job requirements and provide detail and summary reports on employee and job profile competency information.

In addition, a prototype web-based supporting application for collecting employee competencies based information and loading this information into SAP has been tested and is being considered as an option to gather information from employees.

Internet/Intranet Web Sites

The Civil Service Commission launched its first comprehensive Internet web site in the fall of 2003. In addition, the Commission also completed a full redesign of its existing Intranet site and implemented this new version in early 2004.

Participation on Information Technology Councils

MISS continued to actively participate as a member of the National Human Resource Information Systems Council (NHRISC) and the Provincial Information Technology Council (ITC).

Technical Support and Security

MISS continued to provide technical and operational support to multiple systems in a multi-platform Information Technology environment. This included installation of new computer hardware and software, the provision of support to personal computer based applications, corporate client server applications, local and wide area network issues, database administration and system security.

MISS staff addressed certain disaster recovery and technical and physical system security matters during the year to ensure system integrity and confidentiality of data. Staff continued to work closely with the Information Protection Centre on all such matters.

Finance and Administration

MISS provided comprehensive financial advice and management reporting support to the Civil Service Commission. This included the development of the Commission's Comptrollership Plan document, the annual fiscal year estimates/budget exercise, the Supplementary Information for Legislative Review book, ongoing quarterly financial forecasts of both expenditures and revenues, provision of detailed financial advice and alternatives and also monthly reporting of financial status.

MISS also continued to support all matters related to the general administration of the Civil Service Commission. In addition, MISS maintained ongoing membership and liaison with the Council of Executive Financial Officers and the Senior Financial Managers Council on areas related to overall government fiscal matters.

Records Management and Access to Information

MISS continued to provide support to the Civil Service Commission's Records Management program. In addition, MISS continued to coordinate enquiries and respond to departmental responsibilities under The Freedom of Information and Protection of Privacy legislation during the fiscal year.

1B ADMINISTRATIVE SERVICES

Expenditures by Sub-Appropriation	Actual 2003-2004 $(000's)	FTEs	Estimate 2003-2004 $(000's)	Variance Over(Under)	Expl. No.
Salaries	449.1	8.00	519.9	(70.8)	
Other Expenditures	201.2		237.5	(36.3)	
Total Sub-Appropriation	**650.3**	**8.00**	**757.4**	**(107.1)**	

HUMAN RESOURCE MANAGEMENT SERVICES
Human Resource Programs (HRP)

Overview

Human Resource Programs (HRP) provides central services that ensure the development and application of human resource policies, procedures and standards in the following program areas: staffing, diversity/employment equity, assessment (audit), internships and human resource programs. HRP coordinates, on behalf of the Civil Service Commission, corporate services related to human resource planning and development of the government human resource community and coordinates corporate human resource policy development to ensure that policies, procedures and services support the principles of merit, fairness and equity.

HRP develops and delivers programs and services to promote all aspects of employment equity within the civil service, coordinates and administers services and policies in support of workforce adjustment initiatives and serves as an employment resource centre for civil servants, departments and the public. HRP also develops and maintains partnerships with other jurisdictions to improve these services.

Objectives

To provide central services which facilitate development and ensure consistent application of corporate human resource policies, procedures and standards and ensure that such policies and procedures support the principles of merit, fairness and equity.

To provide managers and human resource professionals with the necessary tools, training and supports to enable them to make informed decisions relative to staffing, human resource planning, diversity/employment equity and workforce adjustment.

To assess the effectiveness of delegated departmental staffing programs with recommendations for improvement.

To conduct administrative reviews of staffing activities and complaints and represent the employing authority before appeal boards as required.

To provide support and guidance in the overall development of the government human resource community.

To develop and refine policies and procedures relating to staffing, human resource planning, competency based staffing and diversity/employment equity.

To coordinate corporate human resource policy development.

To develop and deliver diversity and employment equity programs and activities, including Career Development Programs, Executive Development Program for Women and Aboriginal Development activities.

To develop and manage career assistance programs focused on members of visible minorities and immigrants.

To develop and manage internship programs such as the Aboriginal Management Development Program, the Aboriginal Public Administration Program, the Persons with Disabilities Career Assistance Program, the Financial Management Development Program, the Management Internship Program, and the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program.

To promote and maintain outreach recruitment and ongoing consultation with agencies representing employment equity groups.

To develop competencies, inventories and assessment tools in support of renewal initiatives.

To coordinate the placements of individuals impacted by workforce adjustment and provide a range of career-management services to employees affected by workforce adjustment.

To provide support to the collective bargaining process on staffing and workforce adjustment issues.

Results

Completed staffing audit plans for four upcoming staffing and employment equity assessment reports for delegated human resource sectors and departments.

Completed six staffing and employment equity assessment reports for delegated human resource sectors and departments.

Conducted file and administrative reviews of twelve selection grievances filed under revised collective agreement provisions.

Conducted a review of the Employment Equity Policy including a review of the 1983 employment equity targets set for designated groups established under the Affirmative Action program. The Civil Service Commission, with feedback from government departments, developed an enhanced Diversity and Employment Equity policy with a broader diversity concept and framework while still retaining the focus on representation of the designated groups. The broader concept is to reflect the diversity of the Province of Manitoba within the civil service. The policy changes complement the renewal strategy, as diversity is one of the goals of renewal. The 1983 "goals" are replaced with "benchmarks" that reflect the population and workforce of Manitoba and community consultations. The benchmarks for the designated groups are: Women 50 %, Aboriginal Persons 14%, Persons with Disabilities 7% and Members of Visible Minorities 8%. The policy also enhanced reporting and accountability mechanisms and provides more tools to further respond to the rapidly changing Manitoba demographics.

Clarified the application of employment equity in the competition process and wording to reflect this understanding has been included in the 2003-2006 collective agreement with the Manitoba Government and General Employees' Union (MGEU). Employment Equity will be weighted equal to the most significant criterion and will be rated at the "meets" level. The Civil Service Commission Board approved revisions to the staffing policies related to the application of employment equity in the competition process.

Initiated a communication strategy to implement the Diversity and Employment Equity Policy within the civil service and is partnering with crown corporations to share best practices and programs related to diversity and employment equity. The Civil Service Commission in partnership with departmental employment equity coordinators began delivering a policy information update to departmental executive management committees.

The Civil Service Commission hosted the Annual Employment Equity Update Conference for the government human resource community. At the June 2003 Conference, the Minister Responsible confirmed the Government's support for employment equity. The agenda included an address by the Civil Service Commissioner about the importance of working to ensure our workforce reflects the diversity of the Province. It also included a presentation from the Manitoba Government and General Employees' Union (MGEU) and a panel of equity representatives speaking on equity beyond 2003. Round table discussions provided the Conference participants an opportunity to give feedback to the Commission on the proposed changes to the Diversity and Employment Equity policy.

HRP continued to engage in active outreach activities in order to promote career opportunities in the civil service with various diversity groups and employment equity organizations as well as universities and colleges. Outreach activities included:

- participation in the Manitoba Business Leadership Network Job Fair for persons with disabilities;
- meetings with organizations representing persons with disabilities;
- participation in the Winnipeg Chamber of Commerce Aboriginal Job Fair;
- ongoing outreach to Aboriginal communities across the Province on behalf of departments that serve Aboriginal people;
- ongoing outreach to organizations representing the visible minority community, Adult ESL Centres, and employment agencies that work with members of visible minorities and/or immigrant clients; and

- ongoing participation in conferences and committees relating to increasing the representation and improving the distribution of women in government at all levels including a special presentation on Women and Leadership from the Conference Board of Canada.

HRP staff coordinated the participation of the Civil Service Commission and representatives from government departments to promote employment opportunities and internship programs in the Manitoba government at the Rotary Career Fair and the Collège St. Boniface Career Fair.

The Executive Development Program for Women (EDPW) was established in 1990 to reflect government's commitment to improving the proportionate representation of women within senior management. HRP and Organization & Staff Development began a review of the program to determine whether it continues to meet the needs of the participants and the corporate goal of preparing women for senior management positions. The review will include a consultative process with current and prior participants and other government stakeholders.

Managed the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program sponsored by the Clerk of the Executive Council and the Civil Service Commissioner. This was the second year for this program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity of summer employment with the government of Manitoba to encourage them to consider a career in the civil service and to provide them with a better understanding of public policy issues facing the Manitoba government. Four students were placed in government positions for the summer of 2002 and five students were placed for the summer of 2003. The interns participated in some of the ongoing internship orientation and training events and were invited to specific events on particular policy topics with senior officials.

Managed the Financial Management Development Program (FMDP) sponsored by the Civil Service Commission and the Department of Finance. The FMDP is a three-year internship program for recent university/diploma graduates eligible to enroll in the Certified General Accountants (CGA) or Certified Management Accountants (CMA) program of professional studies or eligible to participate in the Chartered Accountant - Industry, Public Sector & Other Organizations – Approved Training Organization (CA IPSO-ATO) training program. The FMDP combines on-the-job training, classroom instruction and one-on-one coaching, along with challenging job placements in a variety of public sector work settings. The program began as a recruitment initiative to address the vacancy rates for key financial management and audit positions in government. Upon completion of the program, interns will be eligible to successfully compete for financial management career opportunities within the civil service. One intern has completed the program and has been placed in a civil service position. A fourth intake of three interns commenced employment with the program in June 2003. A new intake of interns is scheduled for June 2004.

Managed the Aboriginal Management Development Program (AMDP), which is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. The program includes classroom training, on-the-job assignments, networking and mentoring. The AMDP is intended to enhance the participants' eligibility for professional and managerial placements within government. To date twenty-five interns have completed the program and placed in civil service positions. Six interns will complete the program in September 2005. The fourth intake of six employees is sponsored by the Departments of Education, Citizenship and Training, Conservation, Family Services and Housing, Transportation and Government Services, and Culture, Heritage and Tourism.

Began the Career Assistance for Members of Visible Minorities and Immigrants initiative with the intent to focus on increasing the representation of members of visible minorities in the provincial civil service. For further information on this new initiative, please refer to the Internship, Equity and Employee Development Programs section of this Annual Report.

Continued to manage the Persons with Disabilities Career Assistance Program, the Aboriginal Public Administration Program and the Management Internship Program. For further information on these programs, please refer to the Internship, Equity and Employee Development Programs section of this Annual Report.

HRP and Organization & Staff Development identified the competencies for interns in the Aboriginal Public Administration Program, the Aboriginal Management Development Program, the Financial Management Development Program and the Management Internship Program. Developed a core training curriculum for each of the above internship programs to ensure training is relevant and designed to develop leadership and other core competencies for advancement within the civil service.

Ongoing review and development of policies related to staffing, diversity/employment equity, human resource planning and assessment.

Managed employment equity programs and activities, including Career Development Programs, Executive Development Program for Women and Aboriginal Development activities.

Led an inter-departmental team in the development and finalization of the Manitoba Corporate Competency Catalogue for the civil service to support human resource and succession planning and to plan staff development. Work also continued on the Employee Development Workbook.

HRP have been working to blend competency based management, behaviour description interviewing and prior learning assessment principles and techniques into all assessment / evaluation programs and workshops.

1C HUMAN RESOURCE MANAGEMENT SERVICES

Expenditures by Sub-Appropriation	Actual 2003-2004 $(000's)	FTEs	Estimate 2003-2004 $(000's)	Variance Over(Under)	Expl. No.
Salaries	772.7	14.50	835.1	(62.4)	
Other Expenditures	564.2		501.1	63.1	1
Total Sub-Appropriation	**1,336.9**	**14.50**	**1,336.2**	**0.7**	

Explanation:

1 *Over expenditure was primarily due to the allocation of costs associated with the Renewal Strategy to this sub-appropriation.*

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Overview

The Employee Assistance Program (EAP) is responsible for ensuring that self-referred civil servants receive help with a variety of personal and interpersonal problems impacting negatively on their home or work life. The program accomplishes this by providing counselling and interventions that address problems that interfere with effective work performance and the well-being of employees, (e.g. marital and family difficulties, psychological concerns such as stress, depression, and grief, as well as workplace conflicts, trauma and substance abuse).

Objectives

To assist employees in the stabilization of problems of a personal or interpersonal nature thereby deterring high costs associated with absenteeism, illness and poor morale.

Results

The EAP experienced a total of 3,427 employee contacts inclusive of all direct clinical services as well as other program services of a non-clinical nature. Clinical services were provided to a total of 2,474 employees based on 1,955 total active cases and 1,509 new case openings.

The utilization ratio for all individual and group clinical services utilized by civil servants of the Province of Manitoba amounts to 12.96%. The utilization figure inclusive of the EAP's fee for service contracts amounts to 11.87%.

OVERALL SUMMARY OF EAP SERVICE *
2001-2002 TO 2003-2004

		2001-2002	2002-2003	2003-2004
1)	**COUNSELLING CASES**			
	Open cases at Start of Year	497	404	427
	Total Openings	1,421	1,407	1,441
	Total Cases	**1,918**	**1,811**	**1,868**
2)	**SPECIALIZED CLINICAL SERVICES EMPLOYEE CONTACTS**			
	Conflict Resolution-Mediation	41	98	57
	Workplace Intervention Services	76	97	137
	Trauma Services	338	193	402
	Sexual Harassment Services	48	17	10
	Total Contacts	**503**	**405**	**606**
3)	**PROGRAM MANAGEMENT SERVICES**			
	Education and Outreach (number of employees attending)	**1,517**	**1,178**	**584**
	EAP Information Session	1,227	903	366
	Sexual Harassment	290	178	49
	Organizational Change	-	-	-
	Workplace Violence	-	-	-
	EAP Supervisory Training	-	-	-
	Special Topics	-	97	169
	Consultation	**167**	**295**	**369**
	Total Contacts	**1,684**	**1,473**	**953**
	Total EAP Contacts (1+2+3)	**4,105**	**3,689**	**3,427**

***Figures based on utilization of services by employees of the Province of Manitoba as well as fee for service contracts**

1D EMPLOYEE ASSISTANCE PROGRAM

Expenditures by Sub-Appropriation	Actual 2003-2004 $(000's)	FTEs	Estimate 2003-2004 $(000's)	Variance Over(Under)	Expl. No.
Salaries	472.7	8.00	515.5	(42.8)	
Other Expenditures	132.1		140.4	(8.3)	
Recoveries from other Appropriations	(93.7)		(86.8)	(6.9)	
Total Sub-Appropriation	**511.1**	**8.00**	**569.1**	**(58.0)**	

INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Overview

Internship, Equity and Employee Development Programs focuses on:

- establishing and promoting corporate internship programs to recruit and develop a representative and sustainable cadre of future managers for the government service;
- developing and managing corporate career development programs in support of government diversity and equity goals; and
- providing specialized development and support programs to recruit and develop a representative government service.

The Human Resource Programs area of the Civil Service Commission is responsible to oversee the development, management and administration of these programs.

Objectives

To provide corporate programs in support of government internship, equity and employee development programs.

Results

Career Assistance for Members of Visible Minorities and Immigrants

A renewed approach to achieving a workforce reflective of the population served, this initiative began with the intent to focus on increasing the representation of members of visible minorities in the provincial civil service. Program activities included the planning and development of a formalized access program for members of visible minorities to begin in 2004-2005. The Civil Service Commission also partnered with the Department of Education, Citizenship and Youth's Volunteers in Public Service Program to facilitate volunteer placements for immigrant professionals in government. Seven individuals received volunteer placements in 2003.

Persons with Disabilities Career Assistance Program

Managed the Persons with Disabilities Career Assistance Program. This initiative began in 2001-2002 to support employment of persons with disabilities. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining workplace accommodation needs and employment opportunities. The program assists departments in making accommodations necessary to allow persons with disabilities to function well in government positions. The supported positions are intended to be six months in duration. Twelve people have been placed in departmental assignments since the program's inception including seven people who started in 2003-2004.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program is a two-year internship program undertaken by the Civil Service Commission and the Department of Aboriginal and Northern Affairs to enhance employment opportunities for Aboriginal people to work within government. The program is designed to attract Aboriginal people with post secondary training at a university or community college level who will participate in an extensive two-year training program that includes work assignments, orientation, structured training, networking and mentoring. The APAP is intended to give the interns exposure to a wide variety of government work areas and gain the knowledge and experience required to successfully compete for professional and managerial career opportunities upon completion of the program. Ten interns have successfully completed the program and have been placed in civil service positions throughout government. A new intake of six interns began in June 2003.

Management Internship Program (MIP)

The Management Internship Program coordinated by the Civil Service Commission completed an eighth intake in June 2003 with an intake of five interns. The program is designed for recent Masters' graduates with a public sector focus who are undergoing an extensive three-year training program to gain the knowledge and experience required to successfully compete for professional and managerial career opportunities within the civil service. To date twenty-two interns have completed the program and have been placed in civil service positions throughout government. A new intake of interns is scheduled to begin in June 2004.

1E INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Expenditures by Sub-Appropriation	Actual 2003-2004 $(000's)	FTEs	Estimate 2003-2004 $(000's)	Variance Over(Under)	Expl. No.
Total Other Expenditures	**1,034.1**	**55.00**	**1,385.4**	**(351.3)**	**1**

Explanation:

1 *Under expenditure due to vacancies within the Management Internship Program and the Persons with Disabilities - Career Assistance Program. Some vacancies due to mid-year resignations and the delayed start-up of the program intake.*

Service Manitoba

Service Manitoba provides leadership and direct consulting services in the area of service improvement to departments and agencies across the government of Manitoba.

Objectives

To provide departments and agencies of the government of Manitoba with strategic advice and support regarding the design, implementation and utilization of best practices in the area of public sector service delivery.

To serve as central resource and centre of expertise in the area of client service measurement.

To provide departments and agencies of the government with direct consulting services with respect to service improvement.

To provide training to departmental staff in the area of service delivery.

To serve as link to Federal, Provincial, Territorial and Municipal committees and forums where information and knowledge are exchanged.

To provide administrative and logistical support to the operations of the Service Quality Partners Network of front line staff.

To foster innovation and service improvement experimentation by departments through the operation of the Service Manitoba fund.

Results

During 2003-2004, Service Manitoba provided support to the Government's *Coordinated Services Initiative*. Working closely with the Coordinated Services Unit under the auspices of the Coordinated Services Committee, Service Manitoba assumed key responsibilities for the design, of the *In-Person* and *Service Standards* components of the *Coordinated Services Initiative*. In addition Service Manitoba staff undertook responsibility for the training of front line staff with respect to the "At Your Service Manitoba" campaign.

Provided direct assistance and advice to various departments and agencies in their efforts to solicit feedback from program clients and/or employees as to their service expectations, experience, satisfaction and priorities for improvements. This included designing and delivering over 35 surveys, interviews, and/or focus groups.

Delivered in conjunction with Organization & Staff Development customer service training to over 150 front line staff and supervisors. Other training included the design and delivery of customized training for departmental staff in the area of survey design and focus groups.

In collaboration with the Public Sector Service Delivery Council, Service Manitoba assisted in the creation and growth of the Institute for Citizen Centred Service, an organization dedicated to researching, evaluating and disseminating best practices in the realm of public sector service delivery.

Provided administrative and logistical support to the Service Quality Partners and its programming. This included over 20 brown bag lunch events held across the province and the 5th annual Manitoba Service Excellence Awards attended by over 800 government staff.

Through the Service Manitoba Fund provided funding to five approved projects related to service improvement, human resource development and innovative use of technology.

1G SERVICE MANITOBA

Funds allocated from Appropriation 26-5 Internal Reform, Workforce Adjustment and General Salary increases to the Civil Service Commission.

1G SERVICE MANITOBA

Expenditures by Sub-Appropriation	Actual 2003-2004 $(000's)	Estimate 2003-2004 $(000's)	Variance Over(Under)	Expl. No.
Salaries	283.6	328.6	(45.0)	1
Other Expenditures	145.3	171.4	(26.1)	1
Total Sub-Appropriation	**428.9**	**500.0**	**(71.1)**	

Explanation:

1 *For the 2003-2004 fiscal year, funding for Service Manitoba in the amount of $500.0 ($328.6 for salary and benefits and $171.4 for other expenditures) and an additional $100.0 for the Service Manitoba Fund was provided in Internal Reform, Workforce Adjustment and General Salary Increase, 26-5. A total of $350.0 was drawn from Internal Reform and the remaining costs were funded from the Civil Service Commission as a result of expenditure management.*

AMORTIZATION AND OTHER COSTS RELATED TO CAPITAL ASSETS

This appropriation provides for the amortization of capital assets.

17-2 AMORTIZATION AND OTHER COSTS RELATED TO CAPITAL ASSETS

Expenditures by Sub-Appropriation	Actual 2003-2004 $(000's)	FTEs	Estimate 2003-2004 $(000's)	Variance Over(Under)	Expl. No.
Amortization and Other Costs Related to Capital Assets	70.8	-	66.5	4.3	

FINANCIAL INFORMATION SECTION

PART A – OPERATING EXPENDITURE

Civil Service Commission

RECONCILIATION STATEMENT

$(000s)

DETAILS	2003-2004 ESTIMATES
2003-2004 MAIN ESTIMATES	$4,274.0
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM:	
• Enabling Appropriations re: 2003-2004 General Salary Increase	100.8
MAIN ESTIMATES AUTHORITY TRANSFERRED TO:	
• Energy, Science and Technology	(6.0)
2003-2004 ESTIMATES	$4,368.8

Department of Civil Service Commission
EXPENDITURE SUMMARY $(000's)
for the fiscal year ending March 31, 2004
with comparative figures for the previous fiscal year

Estimate 2003-2004	Appropriation	Actual 2003-2004	Actual 2002-2003	Increase (Decrease)	Expl. No.
	17-1 Civil Service Commission				
	(a) Executive Office				
$ 194.3	Salaries	$ 201.4	$ 193.2	$ 8.2	
59.9	Other Expenditures	67.3	72.3	(5.0)	
	(b) Administrative Services				
519.9	Salaries	449.1	385.8	63.3	
237.5	Other Expenditures	201.2	242.3	(41.1)	
	(c) Human Resource Management Services				
835.1	Salaries	772.7	678.2	94.5	
501.1	Other Expenditures	564.2	580.3	(16.1)	
	(d) Employee Assistance Program				
515.5	Salaries	472.7	448.3	24.4	
140.4	Other Expenditures	132.1	133.6	(1.5)	
(86.8)	Less: Recoverable from other appropriations	(93.7)	(98.1)	4.4	
1,385.4	(e) Internship, Equity and Employee Development Programs	1,034.1	982.6	51.5	
	(g) Service Manitoba				
328.6	Salaries	283.6	315.3	(31.7)	1
171.4	Other Expenditures	145.3	174.8	(29.5)	1
$ 4,802.3	**TOTAL 17-1**	**$ 4,230.0**	**$ 4,108.6**	**$ 121.4**	
$ 66.5	17-2 Amortization and Other Costs Related to Capital Assets	$ 70.8	$ 92.2	$ (21.4)	
$ 66.5	**TOTAL 17-2**	**$ 70.8**	**$ 92.2**	**$ (21.4)**	
$ 4,868.8	**TOTAL 17**	**$ 4,300.8**	**$ 4,200.8**	**$ 100.0**	

Explanation:

1 *Funding sourced from Internal Reform, Workforce Adjustment and General Salary Increases.*

Department of Civil Service Commission
REVENUE SUMMARY BY SOURCE $(000's)
for the fiscal year ending March 31, 2004 with comparative figures for the previous fiscal year

Actual 2002-2003	Actual 2003-2004	Increase (Decrease)	Source	Actual 2003-2004	Estimate 2003-2004	Variance	Expl. No.
			CURRENT OPERATING PROGRAMS				
			OTHER REVENUE				
$139.8	$147.3	$7.5	(a) Sundry *	$147.3	$139.9	$7.4	
$139.8	**$147.3**	**$7.5**		**$147.3**	**$139.9**	**$7.4**	

- Sundry items include revenue from Employee Assistance Program services

Department of Civil Service Commission
FIVE YEAR EXPENDITURE AND STAFFING SUMMARY BY MAIN APPROPRIATION
for the years ending March 31, 2000 - March 31, 2004

	ACTUAL/ADJUSTED EXPENDITURES									
	1999-2000		2000-2001		2001-2002		2002-2003		2003-2004	
Main Appropriation	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**	**FTEs**	**$(000's)**
17-1 Civil Service Commission	70.00	3,074.3	68.00[2]	3,051.3	73.50[3]	3,437.8	71.50[4]	4,108.6	87.50[5]	4,230.0
17-2 Amortization and Other Costs Related to Capital Assets	-	107.9[1]	-	97.7	-	97.1	-	92.2	-	70.8
TOTAL DEPARTMENTAL APPROPRIATIONS	**70.00**	**$3,182.2**	**68.00**	**$3,149.0**	**73.50**	**$3,534.9**	**71.50**	**$4,200.8**	**87.50**	**$4,300.8**

Explanations:

1 *Introduction of Amortization and Other Costs Related to Capital Assets.*
2 *Transfer of 2.00 FTEs from Administrative Services to Enterprise System Management.*
3 *Reduction of 2.00 vacant FTEs within Administrative Services; reduction of .50 vacant FTE within Human Resource Management Services; transfer of 1.00 FTE from Justice to the Employee Assistance Program and the establishment of 7.00 FTEs for the Internship, Equity and Employee Development Programs.*
4 *Transfer of 2.00 FTEs to Organization & Staff Development.*
5 *Increase due to the introduction of 16.00 new FTEs for Aboriginal and Visible Minority Programming and Succession Planning. There is no funding associated with these new FTES.*

APPENDICES

EMPLOYMENT STATISTICS
TOTAL NUMBER OF CIVIL SERVICE EMPLOYEES AT FISCAL YEAR END 2002-2003-2004

DEPARTMENT / OTHER PUBLIC ENTITY	MARCH 2002	MARCH 2003	MARCH 2004	Notes
ABORIGINAL and NORTHERN AFFAIRS	78	73	75	
ADVANCED EDUCATION and TRAINING	74	108	391	1
AGRICULTURE, FOOD and RURAL INITIATIVES	417	408	405	
CIVIL SERVICE COMMISSION	62	67	70	
COMMUNITY SUPPORT PROGRAMS	3	3	0	
CONSERVATION	894	868	880	
CULTURE, HERITAGE and TOURISM	316	310	313	
EDUCATION, CITIZENSHIP and YOUTH	804	754	465	1
ENERGY, SCIENCE and TECHNOLOGY	n/a	84	141	2
EXECUTIVE COUNCIL	36	36	36	
FAMILY SERVICES and HOUSING	1,876	1,841	1,857	
FINANCE	474	798	764	
• Former Department of CONSUMER and CORPORATE AFFAIRS	381	n/a	n/a	
HEALTH	1,074	1,074	1,095	
HEALTHY CHILD MANITOBA	18	19	23	3
INDUSTRY, ECONOMIC DEVELOPMENT and MINES	255	221	220	
INTERGOVERNMENTAL AFFAIRS and TRADE	305	299	304	
JUSTICE	2,654	2,729	2,725	
LABOUR and IMMIGRATION	313	319	310	
OFFICERS OF LEGISLATIVE ASSEMBLY	84	104	134	4
SENIOR'S DIRECTORATE	8	9	9	
SPORT	1	0	3	
STATUS OF WOMEN	14	13	13	
TRANSPORTATION and GOVERNMENT SERVICES	1,884	1,860	1,812	
OTHER NON CORE ENTERPRISES	21	20	12	
Total	**12,046**	**12,017**	**12,057**	

NOTE: The above figures include regular, term and technical employees. It does not include departmental (time certificate or casual), contract and sessional.

CONTRACT EMPLOYMENT	33	32	42
DEPARTMENTAL & CASUAL EMPLOYEES	1,469	1,539	1,608
GRAND TOTAL	**13,548**	**13,588**	**13,707**

Notes: The above figures do not include employees on inactive status.

[1] Transfer of programs from Education, Citizenship and Youth to Advanced Education and Training.

[2] Transfer of positions from the Office of Information Technology, Enterprise System Management, and Desktop Telecommunication and Network Services to Energy, Science and Technology.

[3] Reflects general staffing activities.

[4] Increase of temporary employees within Elections Manitoba.

COMPARATIVE EMPLOYMENT FOR ALL EMPLOYEES

DEPARTMENT / OTHER PUBLIC ENTITY	MARCH 2002	MARCH 2003	MARCH 2004	NOTES
ABORIGINAL and NORTHERN AFFAIRS	78	73	76	
ADVANCED EDUCATION and TRAINING	78	112	395	1
AGRICULTURE, FOOD and RURAL INITIATIVES	455	435	441	
CIVIL SERVICE COMMISSION	57	59	61	
• ORGANIZATION & STAFF DEVELOPMENT	6	9	9	
COMMUNITY SUPPORT PROGRAMS	3	3	0	
CONSERVATION	1,116	1,100	1,119	
• PINELAND FOREST NURSERY	32	30	32	
CULTURE, HERITAGE and TOURISM	320	317	319	
EDUCATION, CITIZENSHIP and YOUTH	799	780	499	1
• MANITOBA TEXTBOOK BUREAU	8	9	8	
ENERGY, SCIENCE and TECHNOLOGY	n/a	72	128	2
• MERLIN	16	12	14	
EXECUTIVE COUNCIL	36	36	36	
FAMILY SERVICES and HOUSING	1,961	1,848	1,890	
• MANITOBA HOUSING and RENEWAL CORPORATION	n/a	81	88	
FINANCE	484	551	524	
• Former Department of CONSUMER and CORPORATE AFFAIRS	132	n/a	n/a	
• MANITOBA SECURITIES COMMISSION	34	37	33	
• THE COMPANIES OFFICE	32	36	33	
• THE PROPERTY REGISTRY	152	149	150	
• VITAL STATISTICS	34	37	35	
HEALTH	1,142	1,143	1,158	
HEALTHY CHILD MANITOBA	19	19	24	3
INDUSTRY, ECONOMIC DEVELOPMENT and MINES	257	225	223	
INTERGOVERNMENTAL AFFAIRS and TRADE	308	306	309	
JUSTICE	2,580	2,721	2,719	
• CIVIL LEGAL SERVICES	57	54	54	
• OFFICE OF THE PUBLIC TRUSTEE	80	79	76	
LABOUR and IMMIGRATION	268	267	257	
• OFFICE OF THE FIRE COMMISSIONER	51	55	57	
OFFICERS OF THE LEGISLATIVE ASSEMBLY	n/a	n/a	n/a	
• ELECTIONS MANITOBA	21	39	58	4
• OFFICE OF THE AUDITOR GENERAL	44	41	44	
• OFFICE OF THE CHILDREN'S ADVOCATE	7	7	8	
• OFFICE OF THE OMBUDSMAN	27	29	29	
SENIOR'S DIRECTORATE	9	9	9	
SPORT	1	0	3	
STATUS OF WOMEN	14	13	13	
TRANSPORTATION and GOVERNMENT SERVICES	2,630	2,598	2,572	
• EMERGENCY EXPENDITURES FUND	14	11	1	5
• FLEET VEHICLES	49	51	57	
• LAND MANAGEMENT SERVICES	28	25	31	
• MAIL MANAGEMENT AGENCY	30	29	29	
• MATERIALS DISTRIBUTION	58	61	65	
OTHER NON CORE ENTERPRISES	21	20	21	
GRAND TOTAL	**13,548**	**13,588**	**13,707**	

Note: The above figures include regular, term, technical, contract, departmental and casual employees. The figures do not include employees on inactive status.

[1] Transfer of programs from Education, Citizenship and Youth to Advanced Education and Training.

[2] Transfer of positions from the Office of Information Technology, Enterprise System Management, and Desktop Telecommunication and Network Services to Energy, Science and Technology.

[3] Reflects general staffing activities.

[4] Increase of temporary employees within Elections Manitoba.

[5] Decrease of temporary employees within Emergency Expenditures Fund.

GOVERNMENT OF MANITOBA
TOTAL COMPETITIONS

DEPARTMENT/ OTHER PUBLIC ENTITY	2001-2002	2002-2003	2003-2004
ABORIGINAL and NORTHERN AFFAIRS	10	7	8
ADVANCED EDUCATION and TRAINING	6	9	25
AGRICULTURE, FOOD and RURAL INITIATIVES	37	19	36
CIVIL SERVICE COMMISSION	3	7	10
CONSERVATION	46	43	66
CULTURE, HERITAGE and TOURISM	17	9	21
EDUCATION, CITIZENSHIP and YOUTH	60	23	62
ENERGY, SCIENCE and TECHNOLOGY	n/a	0	11
EXECUTIVE COUNCIL	0	0	0
FAMILY SERVICES and HOUSING	112	82	123
FINANCE	52	30	77
• Former Department of CONSUMER and CORPORATE AFFAIRS	21	n/a	n/a
HEALTH	71	60	126
HEALTHY CHILD MANITOBA	1	2	3
INDUSTRY, ECONOMIC DEVELOPMENT and MINES	17	9	8
INTERGOVERNMENTAL AFFAIRS	10	14	15
JUSTICE	104	91	154
LABOUR and IMMIGRATION	4	25	27
LEGISLATION	6	3	12
SENIOR'S DIRECTORATE	0	0	0
STATUS OF WOMEN	0	1	1
TRANSPORTATION and GOVERNMENT SERVICES	131	85	147
TOTAL GOVERNMENT	**708**	**520**	**932**

APPLICANTS BY CATEGORY
Fiscal Year 2003 – 2004

Total Number of Applicants

In-Service	Out-Service
4,819	35,105

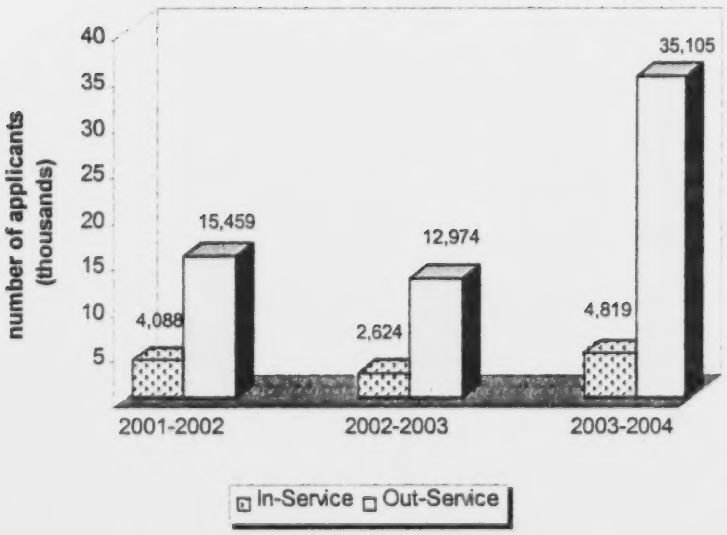
Total Number of Applicants Interviewed

In-Service	Out-Service
1,833	5,832

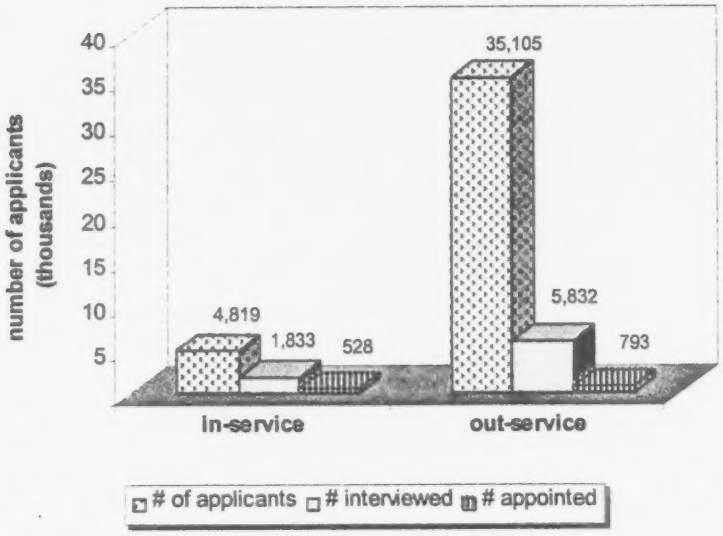
Total Number of Applicants Appointed

In-Service	Out-Service
528	793

APPLICANTS
COMPARATIVE TOTALS



APPLICANTS BY CATEGORY
For the 2003-2004 fiscal year
In-Service/Out-Service



AVERAGE APPLICANTS PER COMPETITION